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EOSDIS Core System Project

ECS Project Training Material
Volume 13: User Services

March 1999

Raytheon Systems Company
Upper Marlboro, Maryland

ECS Project Training Material
Volume 13: User Services

March 1999

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RESPONSIBLE ENGINEER

Paul E. Van Hemel /s/ 3/30/99

Paul E. Van Hemel Date
EOSDIS Core System Project

SUBMITTED BY

Gary W. Sloan /s/ for 3/30/99

Tom Hickey, M&O Manager Date
EOSDIS Core System Project

Raytheon Systems Company
Upper Marlboro, Maryland

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Preface

This document is a contract deliverable with an approval code of 3. As such, it does not require formal Government approval. This document is delivered for information only, but is subject to approval as meeting contractual requirements.

Any questions should be addressed to:

Data Management Office
The ECS Project Office
Raytheon Systems Company
1616 McCormick Dr.
Upper Marlboro, MD 20774-5301

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Abstract

This is Volume 13 of a series of lessons containing the training material for Release 4 of the Earth Observing System Data and Information System (EOSDIS) Core System (ECS). This lesson provides a detailed description of the different tasks that relate to providing support to the user community. The type of services reviewed in this lesson include user account management, processing an order, canceling an order, fulfilling subscriptions, cross-DAAC referral process, and cross-DAAC order tracking.

***Keywords**:* training, instructional design, course objective, user services, subscription, order processing, order tracking, Data Acquisition Request (DAR)

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Introduction

Identification

Training Material Volume 13 is part of Contract Data Requirements List (CDRL) Item 129, whose requirements are specified in Data Item Description (DID) 625/OP3 and is a required deliverable under the Earth Observing System Data and Information System (EOSDIS) Core System (ECS), Contract (NAS5-6000).

Scope

Training Material Volume 13 describes the processes and procedures to accomplish ECS User Services functions. This lesson is designed to provide the operations staff with sufficient knowledge and information to satisfy all lesson objectives.

Purpose

The purpose of this Student Guide is to provide a detailed course of instruction that forms the basis for understanding User Services. Lesson objectives are developed and will be used to guide the flow of instruction for this lesson. The lesson objectives will serve as the basis for verifying that all lesson topics are contained within this Student Guide and slide presentation material.

Status and Schedule

This lesson module provides detailed information about training for Release 4. Subsequent revisions will be submitted as needed.

Organization

This document is organized as follows:

Introduction:	The Introduction presents the document identification, scope, purpose, and organization.
Related Documentation:	Related Documentation identifies parent, applicable and information documents associated with this document.
Student Guide:	The Student Guide identifies the core elements of this lesson. All Lesson Objectives and associated topics are included.
Slide Presentation:	Slide Presentation is reserved for all slides used by the instructor during the presentation of this lesson.

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Related Documentation

Parent Document

The parent document is the document from which this ECS Training Material's scope and content are derived.

423-41-01	Goddard Space Flight Center, EOSDIS Core System (ECS) Statement of Work

Applicable Documents

The following documents are referenced within this ECS Training Material, or are directly applicable, or contain policies or other directive matters that are binding upon the content of this document:

420-05-03	Goddard Space Flight Center, Earth Observing System (EOS) Performance Assurance Requirements for the EOSDIS Core System (ECS)
423-41-02	Goddard Space Flight Center, Functional and Performance Requirements Specification for the Earth Observing System Data and Information System (EOSDIS) Core System (ECS)

Information Documents

Information Documents Referenced

The following documents are referenced herein and amplify or clarify the information presented in this document. These documents are not binding on the content of the ECS Training Material.

609-CD-003	Operations Tools Manual for the ECS Project
611-CD-004	Mission Operation Procedures for the ECS Project
535-TIP-CPT-001	Goddard Space Flight Center, Mission Operations and Data Systems Directorate (MO&DSD) Technical Information Program Networks Technical Training Facility, Contractor-Provided Training Specification

Information Documents Not Referenced

The following documents, although not referenced herein and/or not directly applicable, do amplify or clarify the information presented in this document. These documents are not binding on the content of the ECS Training Material.

220-TP-001	Operations Scenarios - ECS Release B.0 Impacts, Technical Paper for the ECS Project

305-CD-020	Release B SDPS/CSMS System Design Specification Overview for the ECS Project
305-CD-021	Release B SDPS Client Subsystem Design Specification for the ECS Project
305-CD-022	Release B SDPS Interoperability Subsystem Design Specification for the ECS Project
305-CD-023	Release B SDPS Data Management Subsystem Design Specification for the ECS Project
305-CD-024	Release B SDPS Data Server Subsystem Design Specification for the ECS Project
305-CD-025	Release B SDPS Ingest Subsystem Design Specification for the ECS Project
305-CD-026	Release B SDPS Planning Subsystem Design Specification for the ECS Project
305-CD-027	Release B SDPS Data Processing Subsystem Design Specification for the ECS Project
305-CD-028	Release B CSMS Communications Subsystem Design Specification for the ECS Project
305-CD-029	Release B CSMS System Management Subsystem Design Specification for the ECS Project
305-CD-030	Release B GSFC DAAC Design Specification for the ECS Project
305-CD-031	Release B Langley DAAC Design Specification for the ECS Project
305-CD-033	Release B EDC DAAC Design Specification for the ECS Project
305-CD-034	Release B ASF DAAC Design Specification for the ECS Project
305-CD-035	Release B NSIDC DAAC Design Specification for the ECS Project
305-CD-036	Release B JPL PO.DAAC Design Specification for the ECS Project
305-CD-037	Release B ORNL DAAC Design Specification for the ECS Project
305-CD-038	Release B System Monitoring and Coordination Center Design Specification for the ECS Project
305-CD-039	Release B Data Dictionary Subsystem Design Specification for the ECS Project
601-CD-001	Maintenance and Operations Management Plan for the ECS Project
604-CD-001	Operations Concept for the ECS Project: Part 1-- ECS Overview
604-CD-002	Operations Concept for the ECS Project: Part 2B -- ECS Release B

605-CD-002	Release B SDPS/CSMS Operations Scenarios for the ECS Project
607-CD-001	ECS Maintenance and Operations Position Descriptions
500-1002	Goddard Space Flight Center, Network and Mission Operations Support (NMOS) Certification Program, 1/90

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User Services Overview

Lesson Overview

This lesson will provide you with the process for ECS user account management, processing an order, canceling an order, fulfilling a subscription, data dictionary maintenance, cross-DAAC referral processing, and cross-DAAC order tracking. It provides practical experience in using the tools you will need for creating and managing user accounts, processing, tracking, and canceling orders, managing subscriptions, and cross-DAAC referrals and order tracking to support ECS users.

Lesson Objectives

Overall Objective - The overall objective of this lesson is proficiency in the methodology and procedures for providing support to the users of the Release B.0 Earth Observing System Data and Information System (EOSDIS) Core System (ECS).

Condition - The student will be given a workstation console with access to ECS software tools including trouble ticket/contact log, fault/performance management, order tracking, and user profile graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project,* and a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*.

Standard - The student will use the tools in accordance with prescribed methods and complete required procedures without error.

Specific Objective 1 - The student will describe the User Services role, identifying the major responsibilities of User Services.

Condition - The student will be given a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*.

Standard - The student will correctly state the User Services role in ECS, correctly identifying five major responsibilities of User Services Personnel.

Specific Objective 2 - The student will perform user account management, including retrieving a user account, creating a user account, creating an account from URL registration, editing/modifying an existing account, deleting an ECS account, canceling an ECS account, and changing an ECS user's password.

Condition - The student will be given a workstation console with access to ECS user profile graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project,* and a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required user account management functions.

Specific Objective 3 - The student will perform the functions required to cancel an order.

Condition - The student will be given a workstation console with access to ECS trouble ticket/contact log and search and order tool graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and a user request to cancel a data order.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required order cancellation functions.

Specific Objective 4 - The student will perform the functions required to support fulfilling subscriptions, including fulfilling a one-time subscription, fulfilling an open-ended subscription, returning a list of subscriptions, and canceling a subscription.

Condition - The student will be given a workstation console with access to ECS trouble ticket/contact log, user profile, and subscription editor graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and user requests for subscription actions.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required subscription support functions.

Specific Objective 5 - The student will perform functions required for data dictionary maintenance.

Condition - The student will be given a workstation console with access to ECS trouble ticket/contact log, user profile, and search and order tool graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and a user request for data not available at the home DAAC.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required data dictionary maintenance functions.

Specific Objective 6 - The student will perform a cross-DAAC referral.

Condition - The student will be given a workstation console with access to ECS trouble ticket/contact log, user profile, and search and order tool graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and a user request for data not available at the home DAAC.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required cross-DAAC referral.

Specific Objective 7 - The student will perform cross-DAAC order tracking.

Condition - The student will be given a workstation console with access to ECS trouble ticket/contact log, user profile, and search and order tool graphical user interface (GUI) tools, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and a user request for status information concerning an order that requires cross-DAAC tracking.

Standard - The student will use the GUI tools without error in accordance with applicable procedures to perform the required cross-DAAC order tracking.

Specific Objective 8 (for EDC only) - The student will perform operations related to creation and modification of a Data Acquisition Request (DAR), including preparing and submitting a DAR and modifying an existing DAR.

Condition - The student will be given a workstation console with access to the ECS DAAC Desktop, a copy of 609-CD-003-003 *Version 2.0 Operations Tools Manual for the ECS Project*, a copy of 611-CD-004-004 *Mission Operation Procedures for the ECS Project*, and a scientist's request for preparation of a DAR.

Standard - The student will use the DAR GUI tools without error in accordance with applicable procedures to perform the required DAR submission and modification.

Importance

This lesson provides students who will be User Services Representatives at the DAACs with the knowledge and skills needed for effective user assistance in order tracking, creation/management of user accounts, resolving user requests/problems, initiating and tracking system problem reports, obtaining user comments/feedback, and coordination with external/internal sources to resolve user problems. It is also useful to those who will be System Engineers, System Test Engineers, and Maintenance Engineers, to prepare them for supporting user problem resolution.

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The User Services Role

The entire potential ECS user population includes scientists, graduate and undergraduate students, and students in grades K-12, as well as teachers, who may use ECS to pull data from the DAACs for a range of studies in basic and applied research and for educational programs. User Services is the arm of each DAAC providing extensive support services to these "pull users" for each product archived at the DAAC. In this role, User Services exercises five major responsibilities:

- help create new users – creating new accounts and performing other account management activities.
- support order tracking – keeping logs of user contacts, retrieving user information, and helping trace and report the status of order processing.
- resolve user requests/problems – respond to user requests and act on behalf of users to provide ECS services and products.
- initiate/track problem reports – initiate an ECS problem report based on a user called-in (or e-mailed) advice of a system problem (i.e., an instance in which the system does not conform to specified or advertised performance).
- coordinate external and internal sources to resolve user issues/problems – respond to user issues and resolve problems by identifying and energizing the necessary resources, both internal (e.g., DAAC operations personnel) and external (e.g., engineering from the Sustaining Engineering Organization, resources from the System Monitoring and Control Center, personnel from other DAACs).

User Services Relationships in ECS

Figure 1 shows User Services relationships in ECS, illustrating the importance of User Services as an optional way to access ECS services. User Services is a "super user" that can provide users with assistance in all aspect of accessing ECS services or even act as a surrogate for the user. As a surrogate, User Services may respond to a telephone request or e-mail request and perform all functions required to obtain ECS services on the user's behalf. As indicated in the figure, these responsibilities may entail a wide range of activities, including:

- user transaction activities.
- statistical activities.
- data set histories.
- library and advertising activities.

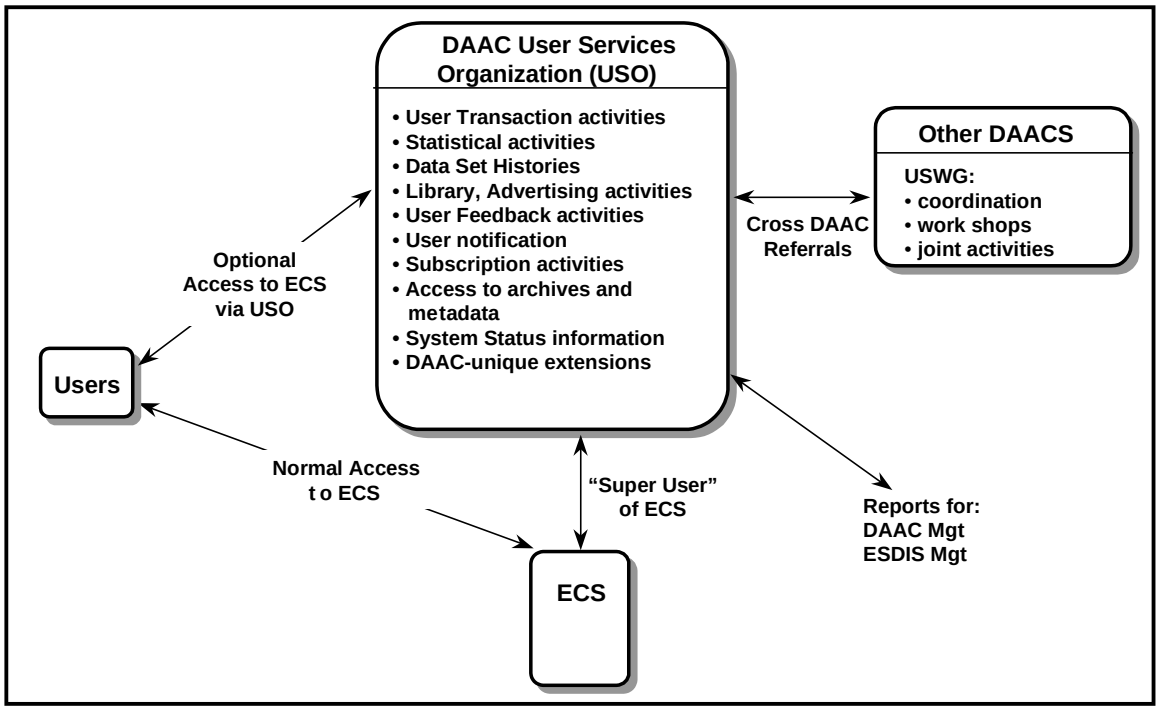

Figure 1. User Services and Relationships in ECS

- user feedback activities.
- user notification.
- subscription activities.
- access to archives and metadata.
- system status information.
- DAAC-unique extensions.

ECS User Account Management

User Services representatives have primary responsibility for ECS user account management. There are several procedures needed for managing ECS accounts:

- Retrieving a user account.
- Creating a user account.
- Creating an account from URL registration.
- Editing/modifying an existing account.
- Deleting an ECS account.
- Canceling an ECS account.
- Changing an ECS user's password.

Retrieving a User Account

The first thing a User Services Representative does when contacted by a user for any request is to search to determine if that user has an account and to retrieve it (if the user is a new user, the representative may guide that user to register so that an account may be created; these processes are addressed later in this lesson). The information in the account serves at least two purposes:

- validates user.
- provides information that may be needed to respond.

There is a separate procedure in 611-CD-004-004 *Mission Operation Procedures for the ECS Project* for retrieving a user account. However, as we will see, retrieving an account is part of other procedures as well, such as:

- processing an order.
- canceling an order.
- order tracking.

Retrieval of a user account is accomplished from the Profile Account screen of the ECS User Account Management tool. Figure 2 illustrates the Personal Information and Account Information sub-tabs of this screen.

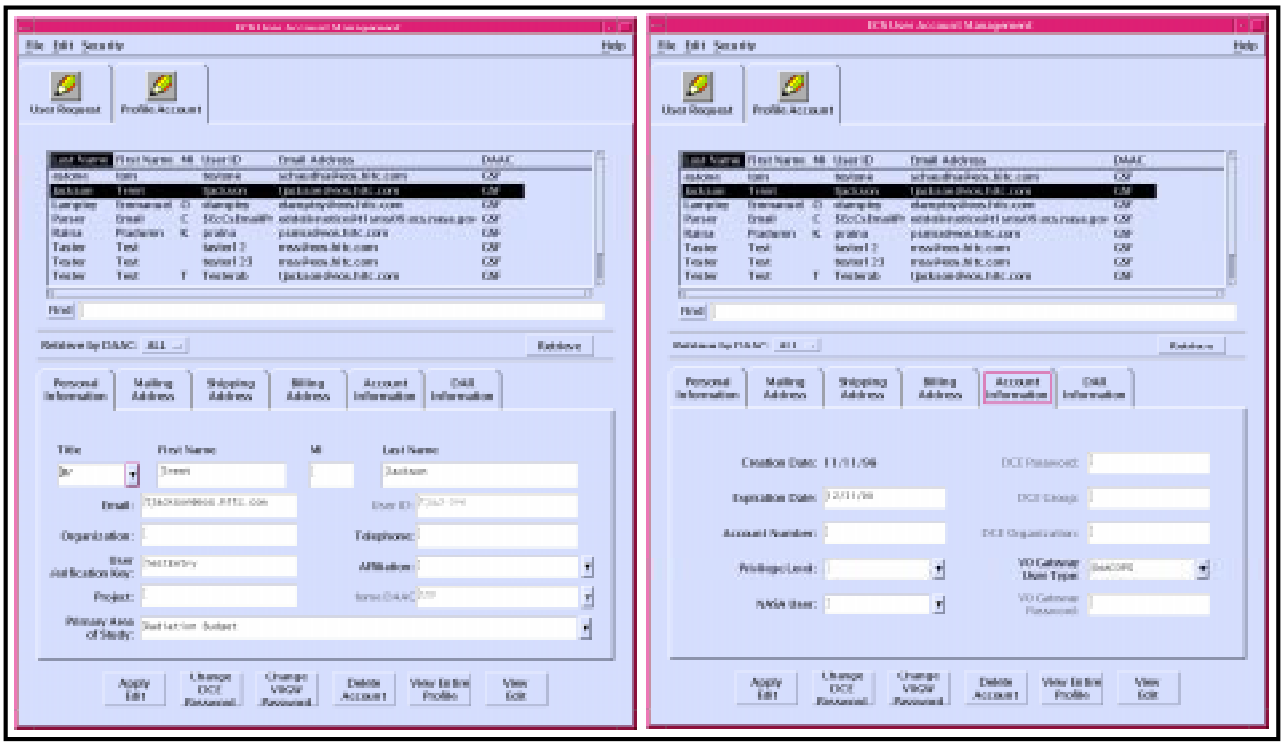

Figure 2. Profile Account Screens

An ECS DAAC desktop may eventually be configured to allow access to account management functions by selection of a desktop icon. In the interim, access must be gained through the use of UNIX commands. In any case, launching the account management application starts with the assumption that the applicable servers are running and the operator has logged in to the ECS system. To launch Account Management graphical user interfaces (GUIs), use the following procedure.

Launch Account Management application using UNIX commands

1 Access the command shell

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to the MSS client server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0mss21) at the UNIX command shell prompt, and then press the **Enter** key.

- If you receive the message, **Host key not found from the list of known hosts. Are you sure you want to continue connecting (yes/no)?** type **yes** ("**y**" alone does not work).
- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.
- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

7 To change to the directory containing the utility scripts to start Account Management GUIs, type **cd /*path*** and then press the **Enter** key.

- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where ***mode*** will likely be **TS1**, **TS2**, or **OPS**.

8 Type **EcMsAcRegUserGUIStart *mode***, where ***mode*** is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 7.

- The ECS User Account Management window is displayed.
- The window shows two folders: "User Request," and "Profile Account."

Suppose you want to retrieve the account of a user named Robert Goddard. Use the following procedure.

Retrieve User Account/Validate a User

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Click on the **Retrieve by DAAC** option button and select your DAAC from the displayed list, or select **All**.

- The selected choice is displayed on the option button.

4 Click on the **Retrieve** button.

- The account list field displays the list of accounts for the option selected in Step 3.

5 Retrieve the user's profile information by entering a search criterion (in this case, enter **Goddard**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- The scroll box displays a list of accounts that match the search criteria.
- You can create a search by entering the user's **Last Name**, **E-mail address**, or **user ID**.

6 Scroll through the accounts listed until the desired account (for **Robert Goddard**) is **highlighted**, then double click.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

7 Click on each folder you desire to display. The user account information that you need in order to validate the user is displayed.

Creating a User Account

User registration begins when a user requests ECS data services. Requests for data may come in by mail, telephone, e-mail, fax, or in person. The User Services representative assists the user in one of two ways:

- refer the user to the Universal Reference Locator (URL) for ECS user registration help if it is available and the user prefers it.
  - *Note*: The user should be referred to the local DAAC EOSDIS Home Page URL: http://<x>0ins02u.ecs.nasa.gov:10000/EcsHome/.html (where <x> is **e**, **g**, **l**, or **n**, for EDC, GSFC, LaRC, or NSIDC, respectively. At this page, the user should be able to scroll down to **DAACs and their Disciplines** and click on the local DAAC **Register!** link, or to scroll down to **DAACs by Region** and click on one of the DAAC icons, with the result that the EOSDIS User Registration page is displayed. If a Netscape Error window is displayed, reflecting a problem, the user may execute a workaround to access the EOSDIS User Registration page. The workaround is to click in the Netsite field and enter the URL for that page: http://<n>0ins02u.ecs.nasa.gov:10600/cgi-bin/CLS/EcClWbUr?action=request.
- enter the registration data on behalf of the user.

If the request is by mail, fax, or e-mail from the user, some of the information needed for registration may be missing, in which case it is necessary to call the user directly to obtain the needed data. Registration involves entry of data in five categories:

- Personal Information.
- Mailing Address.
- Shipping Address.
- Billing Address.
- Account Information.

User registration is accomplished from the User Request screen of the ECS User Account Management tool. Figure 3 shows the Account Information tab of this screen.

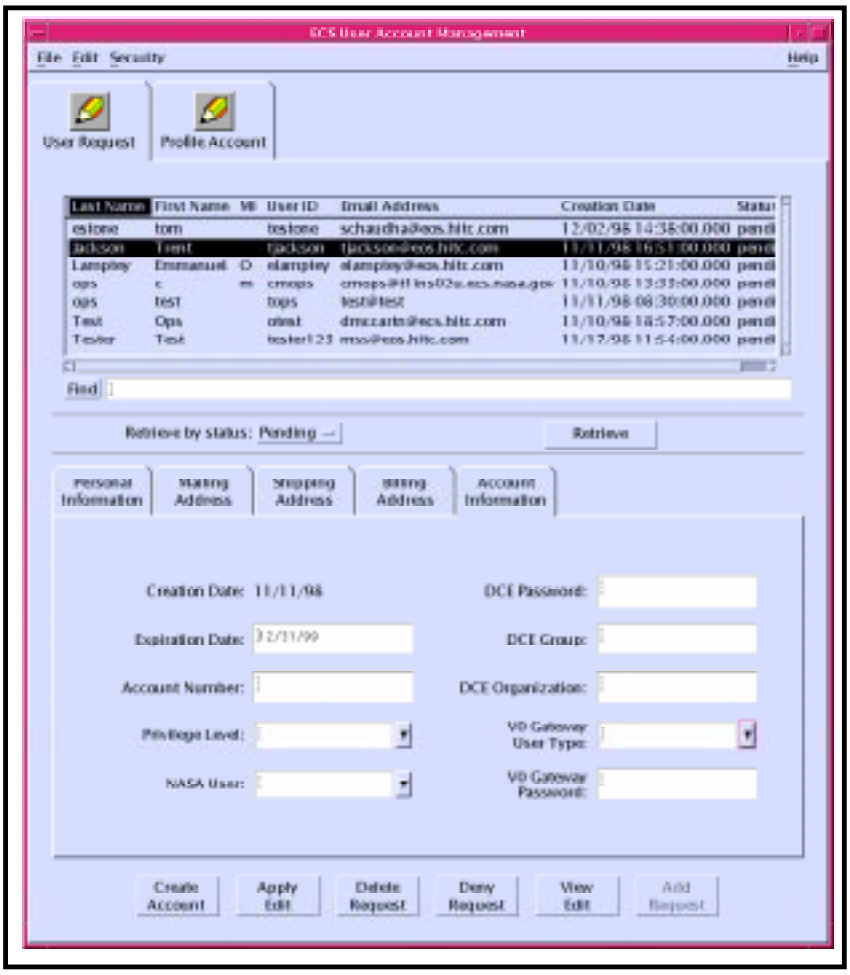

Figure 3. User Request, Account Information Tab

Suppose you receive a fax with a request for data from Dr. Phyllis A. Scientist, a chemical engineer at Hampton University, working on the Stratospheric Aerosol and Gas Experiment (SAGE III) project. Data needed to register Dr. Scientist as an ECS user are:

Title and Name:	Dr. Phyllis A. Scientist
E-mail address:	pascient@engr.1.engr.hamptonu.edu
User ID:	pascient
Organization:	Hampton University
Telephone:	804-727-5532
User Verification Key:	Madre
Affiliation:	University
Project:	SAGE III
Home DAAC:	LaRC DAAC
Primary Area of Study:	Atmospheric Aerosols LaRC

Shipping Address:
Department of Chemical Engineering
Hampton University
Hampton, VA 23668
(Phone: 804-727-5532 Fax: 804-727-4033)

Billing Address:
Accounts Payable
Hampton University
Hampton, VA 23668
(Phone: 804-727-4066 Fax: 804-727-4004)

Mailing Address:
Department of Chemical Engineering
Hampton University
Hampton, VA 23668
(Phone: 804-727-5532 Fax: 804-727-4033)

Let's examine how to enter the needed data to register a user. The first block of information to enter is the account information. Assume your DAAC requires that an expiration date for new accounts be set for one year from initial registration, so that accounts will be automatically deleted at that time unless reconfirmed by the user. Use the following procedure.

Create a User Account: Account Information

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**User Request**" folder tab.

- The window displays five folders.

3 Click the "**Account Information**" folder.

- The "**Account Information**" folder opens.

4 Click on the "**Expiration Date**" field.

- The cursor moves to the "**Expiration Date**" field.

5 Enter the **Expiration Date** only if required by the DAAC for new accounts, then press **Tab**.

- The cursor moves to the "**DCE Group**" field.

6 Click on the pull-down arrow next to the "**Privilege Level**" field.

- A pull-down menu appears with choices of **XPRESS**, **VHigh**, **HIGH**, **NORMAL**, and **LOW**.

7 Click on the choice **NORMAL**.

- **NORMAL** appears in the "**Privilege Level**" field.

8 Click on the pull-down arrow next to the "**V0 Gateway User Type**" field.

- A pull-down menu appears with choices of **DAACOPS**, **ECSDEV**, **V0CERES**, and **GUEST**.

9 Click on the choice **GUEST**.

- **GUEST** appears in the "**V0 Gateway User Type**" field.

10 Click on the pull-down arrow next to the "**NASA User**" field.

- A pull-down menu appears with choices of **Y** and **N**.

11 Click on the choice **N**.

- **N** appears in the "**NASA User**" field.
- The **Account Information** folder is complete; go to next folder.

The next block of data to be entered is user's personal information. If you have just entered the account information, the "**User Request**" folder is still open. To add the user's personal information, you will need the "**Personal Information**" tab of this folder (Figure 4).

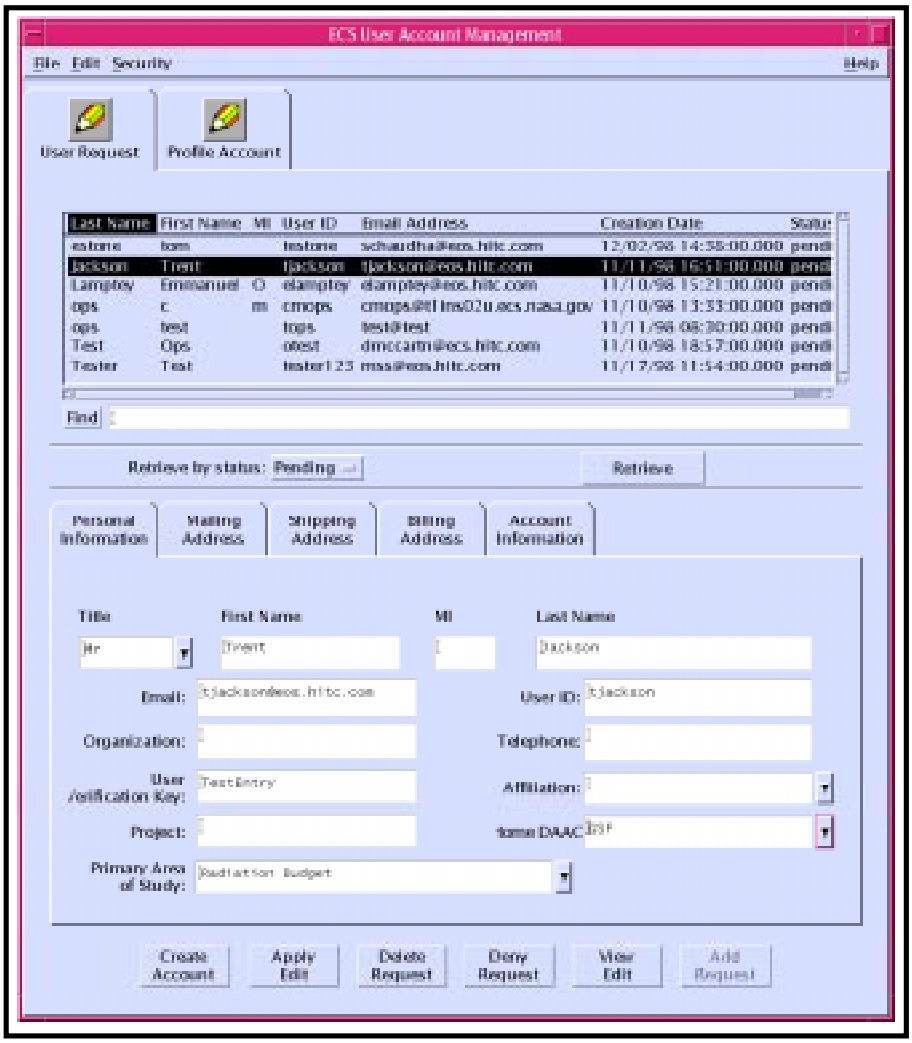

Figure 4. User Request, Personal Information Tab

Use the following procedure.

Create a User Account: Personal Information

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1 Click the "**Personal Information**" folder.

- The "Personal Information" folder opens.

2 Click on the "**Title**" field.

- The cursor moves to the "**Title**" field.

3 Enter the user's **Title**, then press **Tab**.

- A pull-down menu is available and may be used instead of typing the **Title**:
  - a Point the mouse on the arrow to the right of the "**Title**" field.
  - b While holding the mouse pointer button down, **highlight** the **Title** you require (in this case, "**Dr**").
  - c **Release** the mouse button.
    - The title you have chosen appears in the "**Title**" field.
    - The Titles in the drop-down box are **Dr**, **Mr**, **Ms**, and **Miss**.
- The cursor moves to the "**First Name**" field.

4 Enter the user's **first name**, then press **Tab**.

- The cursor moves to the "**MI**" field.

5 Enter the user's **middle initial**, then press **Tab**.

- The cursor moves to the "**Last Name**" field.

6 Enter the user's **last name**, then press **Tab**.

- The cursor moves to the "**E-mail Address**" field.

7 Enter the user's **E-mail address**, then press **Tab**.

- The cursor moves to the "**User ID**" field.

8 Enter the **User ID** (in this case, **pascient**), and then press **Tab**.

- The cursor moves to the "**Organization**" field.

9 Enter the user's **organization**, and then press **Tab**.

- The cursor moves to the "**Telephone**" field.

10 Enter the user's **telephone number** (area code first), then press **Tab**.

- The cursor moves to the "**User Verification Key**" field.

11 Enter the user's **User Verification Key**, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Affiliation**" field.
- The cursor moves to the "**Affiliation**" field.

12 Click on the pull-down arrow next to the "**Affiliation**" field.

- A pull-down menu appears with choices of **K-12**, **Commercial**, **Government**, **University**, and **Other**.

13 Click on the choice **University**.

- **University** appears in the "**Affiliation**" field.

14 Click on the "**Project**" field.

- The cursor moves to the "**Project**" field.

15 Enter the **Project** and then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Home DAAC**" field.

16 Click on the pull-down arrow next to the "**Home DAAC**" field.

- A pull-down menu appears with choices of **ASF**, **CSN**, **EDC**, **GSF**, **JPL**, **LAR**, **MSF**, **NSC**, and **ORN**.

17 Click on the choice **LAR**.

- **LAR** appears in the "**Home DAAC**" field.

18 Click on the pull-down arrow next to the "**Primary Area of Study**" field.

- A pull-down menu appears with a number of choices.

19 Click on the choice **Atmospheric Aerosols LaRC**.

- The **Personal Information** folder is complete.

The next block of data to be entered is the shipping address. The shipping address is not necessarily the same as the mailing or billing addresses. Later, when shipping data, even though there is a shipping address registered, the User Services representative will need to confirm the shipping address with the user before shipment. If you have just entered the personal information, the "**User Request**" folder is still open. To add the user's shipping address, use the following procedure.

Create a User Account: Shipping Address

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1 Click the "**Shipping Address**" folder tab.

- The "**Shipping Address**" folder opens.

2 Click on the first "**Address**" field.

3 Enter the user's **Shipping Address**, then press **Tab**.

- The cursor moves to the second "**Address**" field.

4 If a second address field is needed to complete the user's **Shipping Address**, enter the **Shipping Address**, then press **Tab**.

- If a second address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the "**City**" field.

5 Enter the **City** to which the data will be shipped, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**State/Province**" field.

6 Click on the pull-down arrow next to the "**State/Province**" field.

- A pull-down menu appears permitting choice among a list of states.

7 Click on the choice for the user's **State** or **Province** for the shipping address, then press **Tab**.

- The cursor moves to the "**Zip/Postal Code**" field.

8 Enter the **Zip/Postal Code** for the shipping address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Country**" field.

9 Click on the pull-down arrow next to the "**Country**" field.

- A pull-down menu appears permitting choice among a list of countries.

10 Click on the choice for the **Country** to which the data will be shipped, then press **Tab**.

- The cursor moves to the "**Telephone**" field.

11 Enter the **Telephone number** used at the shipping address, then press **Tab**.

- The cursor moves to the "**Fax**" field.

12 Enter the **Fax number** used at the shipping address, then press **Tab**.

- The "**Shipping Address**" folder is now complete.

The next block of data to be entered is the billing address. The billing address is not necessarily the same as the mailing or shipping addresses. The User Services representative is responsible for maintaining up-to-date billing addresses. If you have just entered the shipping address, the "**User Request**" folder is still open. To add the user's billing address, use the following procedure.

Create a User Account: Billing Address

---

1 Click the "**Billing Address**" folder tab.

- The "**Billing Address**" folder opens.

2 Click on the first "**Address**" field.

3 Enter the user's **Billing Address**, then press **Tab**.

- The cursor moves to the second "**Address**" field.

4 If a second address field is needed to complete the user's **Billing Address**, enter the **Billing Address**, then press **Tab**.

- If a second address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the "**City**" field.

5 Enter the **City** to which the payment due billings will be sent, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**State/Province**" field.

6 Click on the pull-down arrow next to the "**State/Province**" field.

- A pull-down menu appears permitting choice among a list of states.

7 Click on the choice for the user's **State** or **Province** for the billing address, then press **Tab**.

- The cursor moves to the "**Zip/Postal Code**" field.

8 Enter the **Zip/Postal Code** for the billing address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Country**" field.

9 Click on the pull-down arrow next to the "**Country**" field.

- A pull-down menu appears permitting choice among a list of countries.

10 Click on the choice for the **Country** to which the payment due billings will be sent, then press **Tab**.

- The cursor moves to the "**Telephone**" field.

11 Enter the **Telephone number** used at the billing address, then press **Tab**.

- The cursor moves to the "**Fax**" field.

12 Enter the **Fax number** used at the billing address, then press **Tab**.

- The "**Billing Address**" folder is now complete.

The next block of data to be entered is the mailing address. The mailing address is not necessarily the same as the billing or shipping addresses. The User Services representative is responsible for maintaining up-to-date mailing addresses. If you have just entered the billing address, the "**User Request**" folder is still open. To add the user's mailing address, use the following procedure.

Create a User Account: Mailing Address

---

1 Click the "**Mailing Address**" folder tab.

- The "**Mailing Address**" folder opens.

2 Click on the first "**Address**" field.

3 Enter the user's **mailing address**, then press **Tab**.

- The cursor moves to the second "**Address**" field.

4 If a second address field is needed to complete the user's **mailing address**, enter the **mailing address**, then press **Tab**.

- If a second address field is not needed, press **Tab** to bypass the field.
- The cursor moves to the "**City**" field.

5 Enter the **City** to which regular correspondence is sent, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**State/Province**" field.

6 Click on the pull-down arrow next to the "**State/Province**" field.

- A pull-down menu appears permitting choice among a list of states.

7 Click on the choice for the user's **State** or **Province** for the **mailing address**, then press **Tab**.

- The cursor moves to the "**Zip/Postal Code**" field.

8 Enter the **Zip/Postal Code** for the mailing address, then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Country**" field.

9 Click on the pull-down arrow next to the "**Country**" field.

- A pull-down menu appears permitting choice among a list of countries.

10 Click on the choice for the **Country** for the **mailing address**, then press **Tab**.

- The cursor moves to the "**Telephone**" field.

11 Enter the **Telephone number** used at the mailing address, then press **Tab**.

- The cursor moves to the "**Fax**" field.

12 Enter the **Fax number** used at the mailing address, then press **Tab**.

- The "**Mailing Address**" folder is now complete.

Once the five folders are complete, the next step in creation of the new account is achieved with selection of a button at the bottom of the User Request screen. This action logs the account into the database as a pending account. Finally, to complete the creation of a new account, the pending account is selected and a click on the Create Account button results in the creation of the new account. It also results in automatic dispatch of an e-mail message to the user's e-mail address with notification that the account has been created. The User Services representative will complete the account registration process by providing the user with the initial ECS account password. The password dissemination is done in accordance with local DAAC policy. To create an account using the data registered for Dr. Phyllis Scientist, use the following procedure.

Create a User Account

---

1 Click the "**Add Request**" button to add a pending request for the new account.

- The account is automatically logged into the database as a pending account and appears in the Pending Account list.

2 Click the **Pending** button.

3 Click the **Retrieve** button.

- The scroll box displays the list of pending accounts.

4 Highlight the newly requested pending account and double click to display the account.

- The user registration information is automatically transferred into the five user folders.

5 Click the "**Account Information**" folder.

- The "**Account Information**" folder opens.

6 If the user for whom the account is being created is a DAAC user who needs a DCE Password, click on the "**DCE Password**" field; otherwise go to Step 12.

- The cursor moves to the "**DCE Password**" field.

7 Enter ***DCEPassw***, and then press **Tab**.

- The cursor moves to the "**Expiration Date**" field.

8 Click on the "**DCE Group**" field.

- The cursor moves to the "**DCE Group**" field.

9 Enter ***DCEGroup***, and then press **Tab**.

- The cursor moves to the "**Account Number**" field.

10 Enter the **Account Number**, and then press **Tab**.

- The cursor moves to the "**DCE Organization**" field.

11 Enter ***DCEOrg***, and then press **Tab**.

- The cursor moves to the pull-down arrow next to the "**Privilege Level**" field.

12 Click on the "**V0 Gateway Password**" field.

- The cursor moves to the "**V0 Gateway Password**" field.

13 Enter ***V0Passwd***.

- The Account Information is complete.

14 When the information is complete, click the "**Create Account**" button.

- The account is created; the entry moves from the pending list to the approved list.
- An account remains in the "Pending" scroll box until you exit the system or create the account.

Creating an Account from Uniform Resource Locator (URL) Registration

Users may enter registration data through a registration page on the WWW. When a user enters registration data this way, it creates a "pending" account in the system database, which becomes approved pending action by the User Services representative to create an account for that user. The User Services representative uses ECS User Account Management tool on a daily basis to check for pending registrations and create accounts based on them. The tool permits automatic loading of the data into the five information categories, or "folders," of the User Request screen. If you look back at Figure 3, immediately below the window for display of account requests you can find two buttons:

- Retrieve by status: (pending, denied, or all).
- Retrieve.

Let's examine how you can use the ECS Account Management tool to search the database for pending accounts and create ECS user accounts from them. Suppose a scientist named Dr. Paul W. Fingerman has entered user registration information through the WWW ECS user registration page and has a pending account in the database. To create an account for him, use the following procedure.

Account Creation from URL Registration

---

1 On the User Services Desktop, click the **ECS User Account Management** icon.

- The ECS User Account Management window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**User Request**" folder tab.

- The window displays five folders.
- Above the five folders are the search criteria:

  Sort by: "**Submission Date**," or "**Last Name**.

  Retrieve by: "**Pending**" or "**Approved**," "**Denied**" or "**All**."

3 Click the **Pending** button.

4 Click the **Retrieve** button.

- The scroll box displays all the URL registration forms completed by the requesters that are still pending.

5 Highlight one account (in this case, for Dr. Paul Fingerman) and double click to display the account.

- The user registration information is automatically transferred into the five user folders.

6 Click the "**Personal Information**" folder.

- The "Personal Information" folder is opened.
- View the folder to verify that the information is complete.
- If the information is not complete, contact the user, then complete the folder.

7 Click the "**Account Information**" folder.

- The "**Account Information**" folder is opened.
- View the folder to verify that the information is complete.
- If the information is not complete, contact the user, then complete the folder.

8 Click the "**Shipping Address**" folder.

- The "**Shipping Address**" folder is opened.
- View the folder to verify that the information is complete.
- If the information is not complete, contact the user, then complete the folder.

9 Click the "**Billing Address**" folder.

- The "**Billing Address**" folder is opened.
- View the folder to verify that the information is complete.
- If the information is not complete, contact the user, then complete the folder.

10 Click the "**Mailing Address**" folder.

- The "**Mailing Address**" folder is opened.
- View the folder to verify that the information is complete.
- If the information is not complete, contact the user, then complete the folder.

11 If the information is complete, click the "**Create Account**" button.

- A **Create Account** dialog box is displayed, requesting the operator to **Choose one: DCE login and Profile Database Entry** or **Profile Database Entry**.

12 Click on the option button to the left of **Profile Database Entry**.

- The selected option button is filled to indicate its selection.

13 Click on the **OK** button in the dialog box.

- The account is created; the entry moves from the pending list to the approved list.
- A print dialog box is displayed.

14 Click in the **Printer** field and type **lp -d <*printername*>**.

- The typed entry is displayed in the **Printer** field.

15 Click on the **OK** button in the dialog box.

- The print dialog box is closed and a confirmation letter form with user information is printed on the designated printer.

Editing/Modifying an Existing Account

User Services representatives are responsible for maintaining ECS User Accounts. This means keeping in close contact with the user to ensure the continued accuracy of account information in the database. If an address change notice is received, unless it is very specific, it is necessary to contact the user to verify its applicability. Remember, there are three addresses in the user account information, and they need not be the same. If they are the same and you receive an address change notification, you can not assume it applies to all three addresses. Verify changes in address, account information, or personal information by contacting the user. Make verified changes using the Profile Account folder of the ECS User Account Management tool.

The procedures for editing account information are similar for any of the address or other information folders. Let's examine how it works for a couple of changes. Assume you have received a request from Dr. Phyllis A. Scientist to change her shipping address. Because her university has instituted a requirement for all shipped materials to go through a central receiving point, ECS should no longer send data to the Department of Chemical Engineering. She requests a change in shipping address from the old one:

Department of Chemical Engineering
Hampton University
Hampton, VA 23668

to a new one:

Receiving (Code CE)
Hampton University
Hampton, VA 23668

To make the change, use the following procedure.

Edit/Modify an Existing Account: Shipping Address

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering the search criteria (in this case, **Scientist**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts which match the search criteria.

4 Scroll through the accounts listed until the desired account (for **Phyllis Scientist**) is **highlighted**, then double click.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click the "**Shipping Address**" folder.

- The "Shipping Address" folder opens.
- The cursor moves to the first "Address" field.

6 Enter the user's new **Shipping Address** (in this case **Receiving (Code CE)**, then press **Tab**.

- The cursor moves to the second "**Address**" field.
- Because this completes the edit for the only part of the address that changed, there is no need to make any additional changes in this folder.

7 Click the "**Apply Edits**" button to implement the change to the "**Shipping Address**" folder.

Other changes to the shipping address, or changes to the billing address or mailing address are made in the same way. The process is similar for changes to account information or personal information. For example, suppose Dr. Scientist sends you an e-mail noting that an office change has resulted in a change to her telephone number; the new number is 804-727-5541. To make the change, use the following procedure.

Edit/Modify an Existing Account: Account Information

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering the search criteria (in this case, **Scientist**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts which match the search criteria.

4 Scroll through the accounts listed until the desired account (for **Phyllis Scientist**) is **highlighted**, then double click.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click the "**Personal Information**" folder.

- The "**Personal Information**" folder is displayed.

6 Click the "**Telephone**" field.

- The cursor moves to the "**Telephone**" field.

7 Enter the new **telephone number**, then press **Tab**.

- All changes for this folder have been completed.

8 Click the "**Apply Edits**" button to implement the change to the "**Personal Information**" folder.

Deleting an ECS Account

The User Services representative may be instructed by management, or may be requested by the user, to delete an ECS user account from the database. If you are requested to delete an account, you use the ECS User Account Management tool to retrieve and verify the account, and then proceed to remove it from the database. As an example to see how this is accomplished, suppose you receive a request from Dr. Phyllis A. Scientist, who is leaving Hampton University to take a new job as a research chemist for a private company, to delete her account. Use the following procedure to remove the account from the database.

Delete an ECS Account

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering the search criteria (in this case, **Scientist**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts that match the search criteria.

4 Scroll through the accounts listed until the desired account (for **Phyllis Scientist**) is **highlighted**, then double click.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click the "**Personal Information**" folder.

- The "Personal Information" folder opens.
- View the folder to validate the account scheduled for deletion.

6 Click the "**Delete Account**" button.

- The account is deleted.

Canceling an ECS Account

The User Services representative may cancel an ECS user account, which differs from deleting the account because it does not immediately remove the account from the database. It merely imposes a temporary probation period for the user's privileges, for an appropriate cause, such as failure to satisfy a payment due for services previously provided, or some other abuse of privileges. The process involves establishing an expiration date, upon which the account will be deleted from the database unless the cause of sanction is removed. If it becomes necessary to cancel an account, you use the ECS User Account Management tool to retrieve and verify the account, and then proceed with the cancellation/sanction. As an example, suppose you need to cancel the account for Dr. Paul W. Fingerman; give him one month to remove the cause of the sanction. Use the following procedure.

Cancel an ECS Account

---

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the "**Profile Account**" folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering the search criteria (in this case, **Fingerman**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts which match the search criteria.

4 Scroll through the accounts listed until the desired account (for **Paul Fingerman**) is **highlighted**, then **double click**.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click the "Personal Information" folder tab.

- The "Personal Information" folder opens.
- View the folder to validate the account scheduled for cancellation.

6 Click the "Account Information" folder tab.

- The "**Account Information**" folder opens.

7 Click the "Expiration Date" field.

- The cursor moves to the "**Expiration Date**" field.

8 Enter the **Expiration Date** (in this case, one month from the current date), then press **Tab**.

- When the expiration date is reached, the system automatically deletes the account from the system.

9 Click the **Apply Edit** button.

- An expiration date is established for the privileges on this account.
- The sanction on the account privileges can be rescinded at any time up until the expiration date has been reached.
- The sanction can be rescinded by removing the expiration date.

To complete the cancellation action, send the errant user an e-mail or letter with notification of the temporary sanction and the fact that the account will be deleted if the issue is not resolved by the specified date (the expiration date you established in canceling the account). Assume that Dr. Fingerman takes action to resolve the issue. To reinstate his account, use the following procedure.

Cancel an ECS Account: Reinstatement

---

1 Click the **Expiration Date** field.

- The cursor moves to the **Expiration Date** field.

2 Enter the **Expiration Date** (in this case, press the **Delete** key to remove the date, or use the mouse to **highlight** the date and press the **delete** key), then press **Tab**.

- The expiration date is removed.

3 Click the **Apply Edits** button to implement the change to the **Account Information** folder.

Changing an ECS User's Password

To replace a password forgotten by a user, User Services may need to provide a new one. To do this, you use the ECS User Account Management tool to retrieve and verify the account, and then issue a new password. Just as with a password issued as part of creating a new account, you must notify the user of the password and specify that it is a one-time only password that must be changed on first use. To see how this is accomplished, suppose you receive notice from Dr. Paul W. Fingerman that he forgot his password and wants a new one. Use the following procedure to satisfy the request.

Change an ECS User's Password

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the **Profile Account** folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering the search criteria (in this case, **Fingerman**) in the "**Find**" field and then pressing **Return**.

- The "**Find**" field is located to the right of the **Find** button.
- Enter the user's **Last Name**, **E-mail address**, or **User ID** to create the search.
- The scroll box displays a list of accounts that match the search criteria.

4 Scroll through the accounts listed until the desired account (for **Paul Fingerman**) is reached, then click on the account listing.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click the **Personal Information** folder tab.

- The **Personal Information** folder opens.
- View the folder to verify the user requesting the password change.

6 Click the **Account Information** folder tab.

- The **Account Information** folder opens.

7 Click the **Change V0GW Password** button.

- A **Change V0 Gateway Password** dialog is displayed.

8 Click in the **V0 Gateway Password** field in the dialog.

- The cursor moves to the "**V0 Gateway Password**" field.

9 Enter ***V0Passw***, noting carefully what you enter, then press **OK**.

- Inform the user of the new password, with instructions to change the password when next entering the system.

10 Click the **Apply Edits** button to implement the change to the **Account Information** folder.

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Processing an Order

Some users may prefer not to use the Search and Order tool directly. It has been estimated that there may be several orders placed by telephone every day. In those instances, the User Services representative enters the order data for the user. As part of the process, the representative uses several tools:

- User Contact Log tool (Remedy, the Trouble Ticket tool).
  - create and update a user contact log record.
- ECS User Account Management tool.
  - retrieve and verify user account.
- Search and Order tool.
  - locate and order the data requested by the user.

Create a User Contact Log Record

Any User Services event (user contact for any reason) is a cue for the User Services representative to create a record in the User Contact Log. Each record is assigned a unique Log ID, which can be used later to retrieve the record for review or updating with new information. The record contains other information about the user, referred to as the "contact," such as name, telephone number, e-mail address, home DAAC, and organization. It also documents the means of contact, the name of the person who received the contact, and the time of the contact, as well as descriptions of the reason for it.

There are four User Contact Log screens:

- Submit: a screen used to create new records.
- Display: a screen used to display existing records and generate reports.
- Edit: a screen used to make changes to existing records.
- Entry: a home screen for access to the other screens. The Entry screen can be used to create new record data for the log, but the actual creation of the log record must be accomplished from the Submit screen. Data can be moved from Entry to Submit by using the menu path **Actions → Copy to Submit**. However, it is better to leave the Entry screen free, permitting concurrent access to multiple other screens.

Figure 5 shows the User Contact Log Entry screen. The other screens are similar in layout, but have different buttons at the bottom appropriate to their functions.

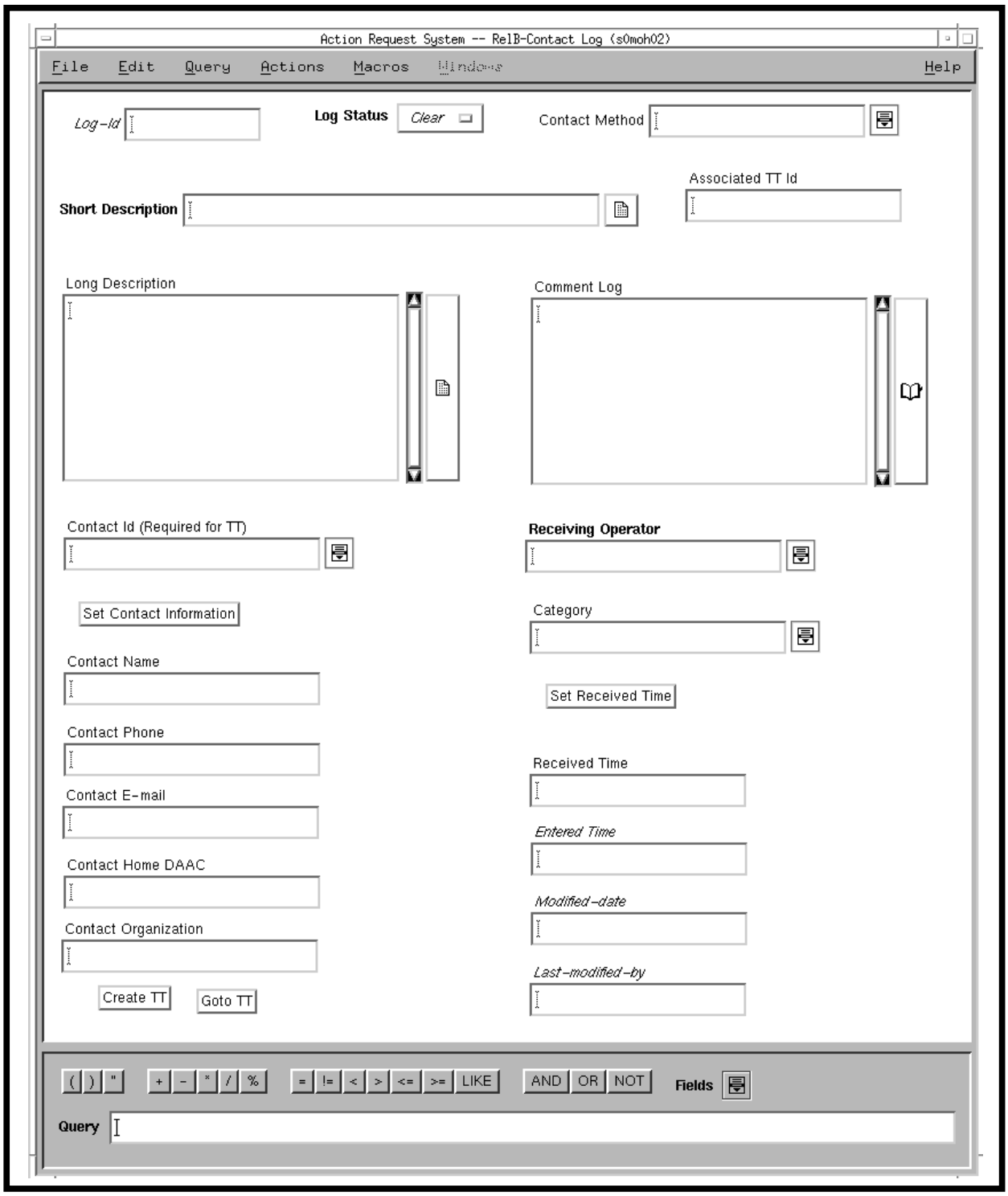

Figure 5. User Contact Log Entry Screen

Suppose you receive a request for data from Dr. Paul W. Fingerman, who prefers to have you locate and order it for him. The data you will need to create a User Contact Log record are:

Contact Method:	Fax.
Short Description:	Search/order Antarctic Ozone data (TOMS) from GSFC .
Long Description:	Search/order data: Parameter OZONE, Platform NIMBUS-7, Sensor TOMS, Data Set TOMS LEVEL 3 DAILY GRIDDED DATA, Data Center GSFC, Start/Stop 01 Dec 1990/31 Dec 1992, Search Region -60 DEG to -90 DEG LATITUDE, -180 DEG to 180 DEG LONGITUDE.
Contact Name:	Paul W. Fingerman.
Contact Phone:	301-925-0502.
Contact E-Mail:	pfingerm@eos.hitc.com.
Contact Home DAAC:	GSFC.
Contact Organization:	ECS.
Category:	Data Request.

Use the following procedure to create a User Contact Log record for the data request.

Create a User Contact Log Record

1 Access the command shell

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to the MSS client server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0msh03) at the UNIX command shell prompt, and then press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.
- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

7 To change to the directory containing the Remedy application, type **cd /*path*** and then press the **Enter** key.

- For ***path***, use **/usr/ecs/*mode*/COTS/arsystem/bin**, where ***mode*** will likely be **TS1**, **TS2**, or **OPS**.

8 Type **aruser &** to launch Remedy.

- Remedy Action Request System Window is displayed, showing default to **Trouble Ticket** screen.

9 Follow menu path **File→Open Schema**.

- The **Open Schema** dialog box is displayed, showing four choices: **RelB-Contact Log**, **RelB-TT-ForwardToSite**, **RelB-TroubleTickets**, and **TroubleTicket-Xfer**.

10 Click on **RelB-Contact Log** to highlight it and then click on the **Apply** button.

- The **User Contact Log** defaults to the **Entry** screen.

11 From the Menu Bar, follow menu path **File → Open Submit**.

- The display changes from the **Entry** to the **Submit** screen.
- The screens look the same except for the action buttons on the bottom of the screen.

12 Click on the "Contact Method" field.

13 Enter the **Contact Method** (optional).

- A drop-down menu may also be used:
  - a Point the mouse on the arrow to the right of the **Contact Method** field.
  - b While holding the mouse pointer button down, **highlight** the **Contact Method** you require (in this case, "**Fax**").
  - c **Release** the mouse button.
    - The highlighted affiliation appears in the " **Contact Method**" field.
    - The Titles in the drop-down box are "**Phone**," "**E-mail**," "**Fax**," "**US Mail**," and "**Walk-in**."

14 Click on the **Short Description** field.

- The **Short Description** field is 128 characters long.
- A **Query** field at the bottom of the main Trouble Ticket screen may be used to locate existing User Contact Log records and/or Trouble Tickets associated with specific problems/subjects. When a search string is entered into the **Query** field, it is the **Short Description** field of individual records that is searched. Therefore, when you enter a short description, enter it with "search criteria" in mind.

15 Enter the **Short Description** (required).

16 Click on the **Set Received Time** button (optional).

- The current time is displayed in the **Received Time** field.

17 Click on the **Long Description** field.

- The **Long Description** field is used when the description requires more detail than the **Short Description** field will allow.
- The **Long Description** field is often used when a problem exists: it can help with the resolution of Trouble Tickets.

18 Enter a **Long Description** if needed (optional).

19 Click on the **Contact Id** field.

20 Enter the **Id** (User ID) of the person who contacted User Services.

- The **Contact Id** is not required unless a Trouble Ticket is being created from the User Contact Log.

21 If a **Contact Id** was entered at **Step 13**, click the **Set Contact Information** button; otherwise, move to **Step 15**.

- The system will automatically complete the **Contact Name**, **Contact Phone**, **Contact E-mail**, **Contact Home DAAC**, and **Contact Organization** fields, if the **Contact Id** has been entered.
- If the contact is not a registered Remedy user, the contact fields must be manually completed.

22 If the contact information was not automatically entered at **Step 13**, click on **Contact Name**.

23 Enter the **Contact's Name** (optional).

24 Click on the **Contact Phone** field.

25 Enter the **Contact's Phone** number (optional).

26 Click on the **Contact E-mail** field.

27 Enter the **Contact's E-mail address** (optional).

28 Click on the **Contact Home DAAC** field.

29 Enter the **Contact's Home DAAC** (optional).

30 Click on the **Contact Organization** field.

31 Enter the **Contact's Organization** (optional).

32 When all contact information has been entered, click on the **Receiving Operator** field.

33 In the **Receiving Operator** field, enter the name of the operator (User Services Representative) who is creating the User Contact Log record.

34 Click on the **Category** field.

35 Enter the **Category**.

- A drop-down menu may also be used:
  - a Point the mouse on the arrow to the right of the **Category** field.
  - b While holding the mouse pointer button down, **highlight** the **Category** you require (in this case, **Order**).
  - c **Release** the mouse button.
    - The highlighted category appears in the **Category** field.
- The Titles in the drop-down box are **Suggestion**, **Complaint**, **Concern**, **Order**, and **Subscription**.

36 Click the **Apply** button.

- If you are not using the **Submit** screen, you must transfer to the submit screen now. The information you entered must be moved to the **Submit** screen before the log record can be created. This is accomplished by using the menu at the top of the screen and following menu path **Actions → Copy to Submit**. Once the information has been transferred to the **Submit** screen, click the **Apply** button.
- The User Contact Log record is created and submitted to the database.
- A unique Id is generated for the record and entered into the **Log Id** field.
- The time and date that the User Contact Log was completed are displayed in the **Entered Time** field.

37 Click the **Clear** button.

- The screen is cleared without closing the User Contact Log.
- A new User Contact Log record can now be created.

Verifying an Account with the User Profile Screen

As you have seen, part of responding to a user request for assistance in ordering data is creation of a User Contact Log record. You also remember from our discussion of account management that verifying the user's account is part of responding to user's requests.

- Display or edit a user's account and personal information: ECS User Account Management Tool, Profile Account.
- Quick Summary: ECS User Account Management Tool, User Profile (display only).

Figure 6 shows the User Profile Screen.

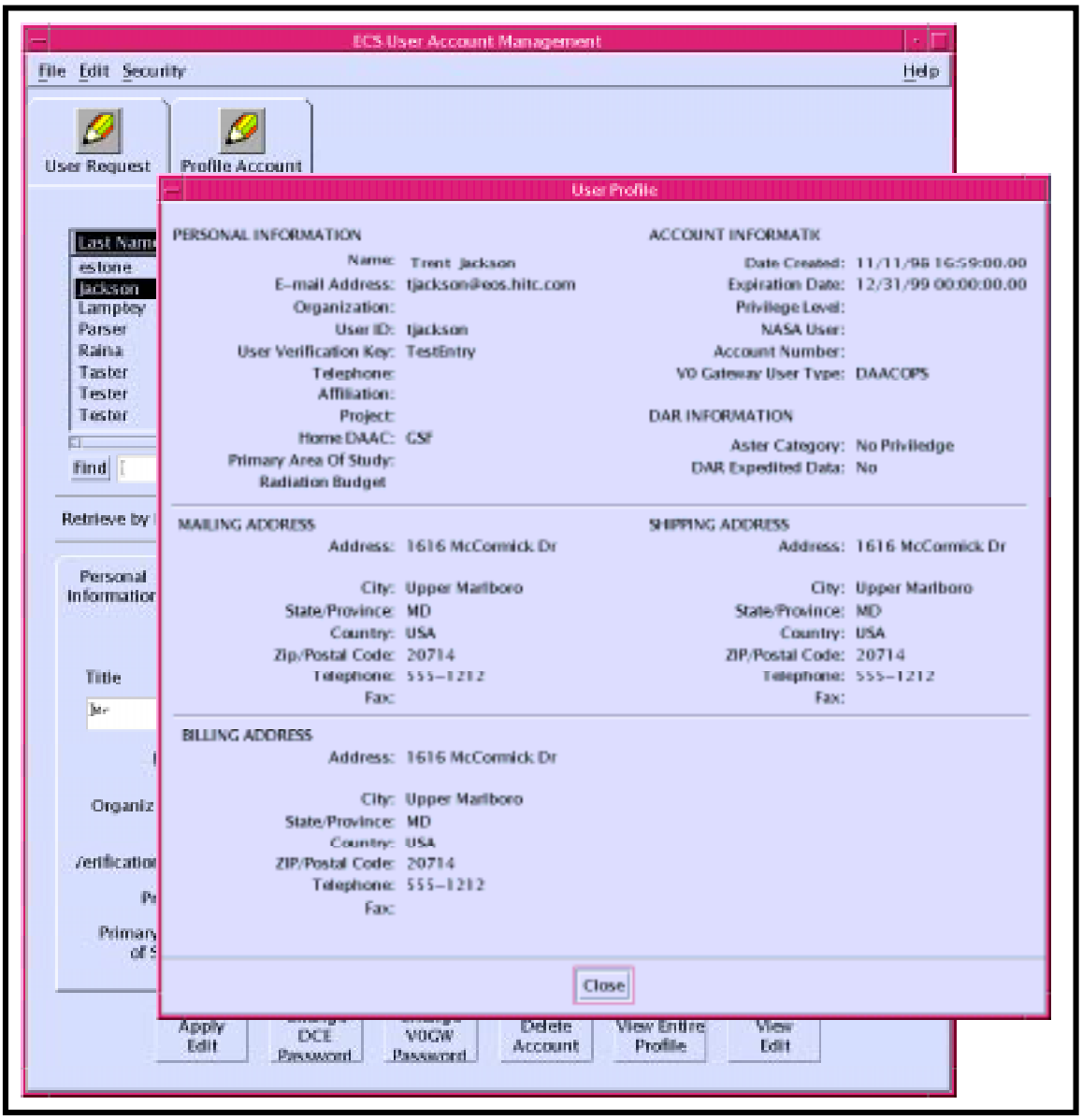

Figure 6. User Profile Screen

To verify the user profile for Paul Fingerman, use the following procedure.

Retrieve User Account/Validate a User

1 Launch the **ECS User Account Management** application GUIs.

- The **ECS User Account Management** window is displayed.
- The window shows two folders: "**User Request**," and "**Profile Account**."

2 Click the **Profile Account** folder tab.

- Folders and fields applicable to existing accounts are displayed.

3 Retrieve the user's profile information by entering a search criterion (in this case, enter **Fingerman**) in the **Find** field and then pressing **Return**.

- The **Find** field is located to the right of the **Find** button.
- The scroll box displays a list of accounts that match the search criteria.
- You can create a search by entering the user's **Last Name**, **E-mail address**, or **user ID**.

4 Scroll through the accounts listed until the desired account (for **Paul Fingerman**) is **highlighted**, then **double click**.

- Five folders are displayed that contain detailed information about the selected account: **Account Information**, **Personal Information**, **Shipping Address**, **Billing Address**, and **Mailing Address**.

5 Click on the "**View Entire Profile**" option button at the bottom of the screen.

- The User Profile screen is displayed.
- This is a read only screen; no changes can be made without going to each individual folder.
- The User Profile screen displays the information contained in the **Personal Information** folder, **Account Information** folder, **Shipping Address** folder, **Billing Address** folder, and the **Mailing Address** folder.

6 After examining the displayed information to verify the user's account, **click** the **Close** button to exit from the User Profile screen.

Data Search and Order

Having created a User Contact Log record documenting receipt of a data request and verified the user account, the User Services representative can proceed to searching for the requested data and placing the order. The Release B0 Search and Order Tool (B0SOT) is the Information Management System (IMS) Version 0.

- Guidance for user available on the WWW at the following URL**:** **http://www-v0ims.gsfc.nasa.gov/v0ims/ref.html**.
  - ECS Web Gateway User Manual: technical information.
  - Client tutorial for downloadable Motif application: instructions with screen displays.
- Several approaches are available to the user.
  - Web-based Search and Order tool, for quick data access using simple search criteria; also allows easy downloading of pre-selected popular data and images; available at location http://harp.gsfc.nasa.gov/~imswww/pub/imswelcome.
  - Unix-based Graphical User Interface Search and Order tool, may be downloaded to the user's own computer from the WWW, with installation guide available at the following location: http://harp.gsfc.nasa.gov/v0ims/install_0.html.
  - Data center-specific searches; if user knows where the desired data are stored, the specific center may have a specialized tool for ordering data.
  - User Services Representative assistance; the user may elect to have you do the search instead of personally accessing one of the available tools; you will use the V0 IMS Web Search and Order Tool.

Figure 7 shows the initial screen from the V0 IMS Web Tool.

Figure 7. Welcome Screen for V0 IMS Web Tool

The page illustrated in Figure 7 reflects the basic layout of V0 IMS Web Tool screens:

- EOSDIS logo in upper-left corner.
- Page title at top of right-hand frame.
- Navigation buttons on the left, below the EOSDIS logo.
- Message area immediately below the title.
- Page body displaying the main contents of the page.
- Signature with contact information at the bottom of the page.

From the initial screen, a click on the first navigation button, or on the "Compose a Search" link, provides access to search pages. The left side of Figure 8 shows a simple search page, permitting selection of a term from a scrolled list. When a term is selected, a press on the **Query** button launches additional areas on the screen, as shown on the right side of the figure, permitting the user to add more details to narrow the search (e.g., specify a data set, define a geographic area).

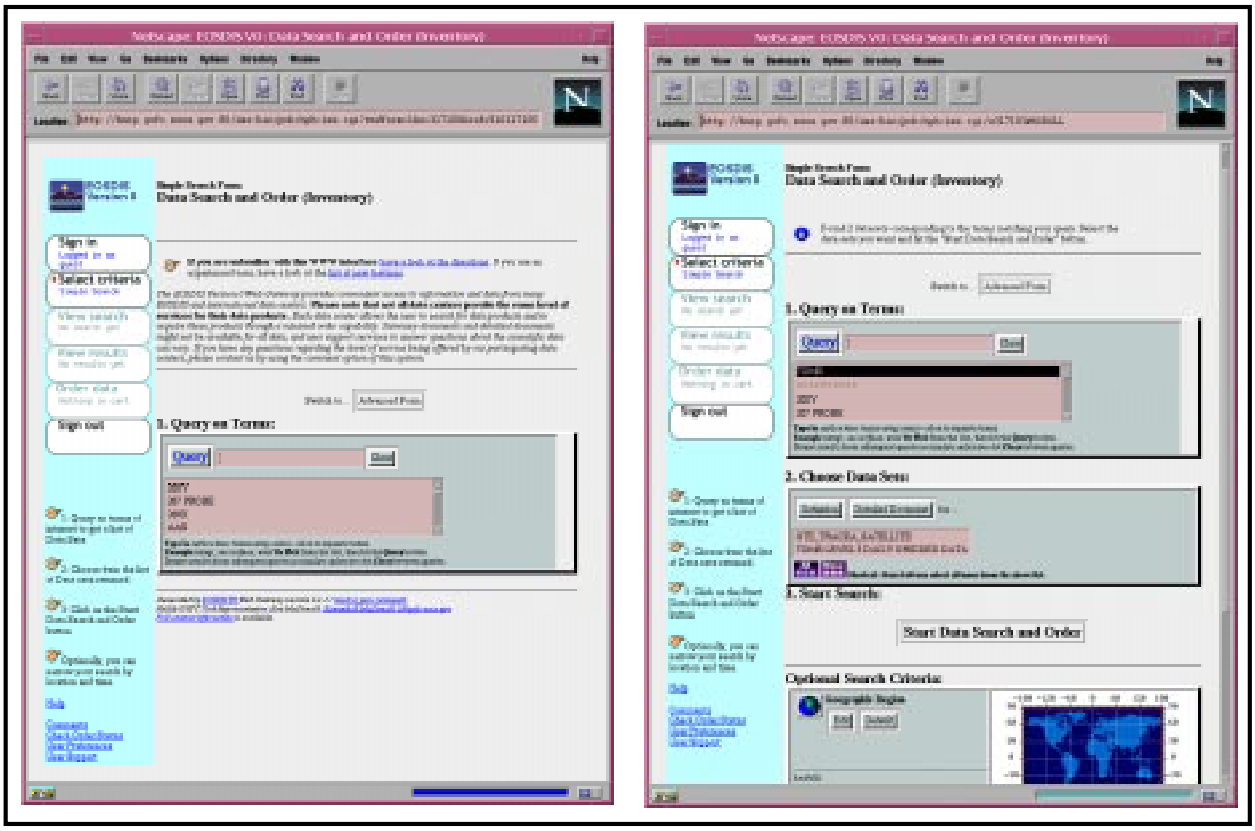

Figure 8. V0 IMS Web Tool, Simple Search Pages

Many users may prefer to click on the "Advanced Form" button above the **1.Query on Terms:** field of the simple form shown in Figure 8. This will display the advanced form illustrated in Figure 9. This form permits you to select the type of search desired, specify a geographic area, specify a time range, set a range of parameters to define the search, and set other search options.

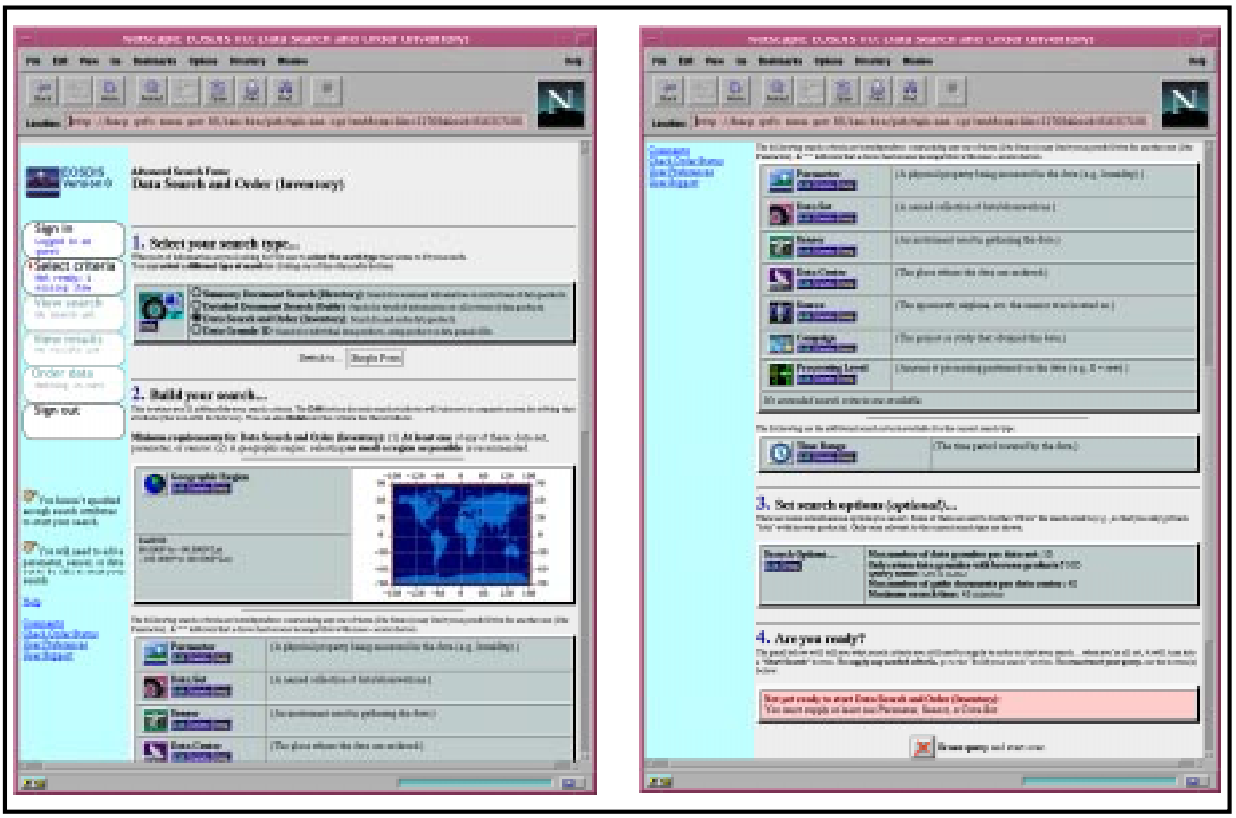

Figure 9. V0 IMS Web Tool, Advanced Search (Top at Left; Bottom at Right)

From the advanced search form shown in Figure 9, the user can access additional pages to specify various parameters or search constraints. For example, it is possible to access a page to specify a geographic region. The tool permits a user the option of using a Java geographic tool, or of selecting a rectangle on an Equatorial map (see Figure 10). After using one of the additional pages for further defining the search, the user is returned to the advanced form showing the search refinements selected.

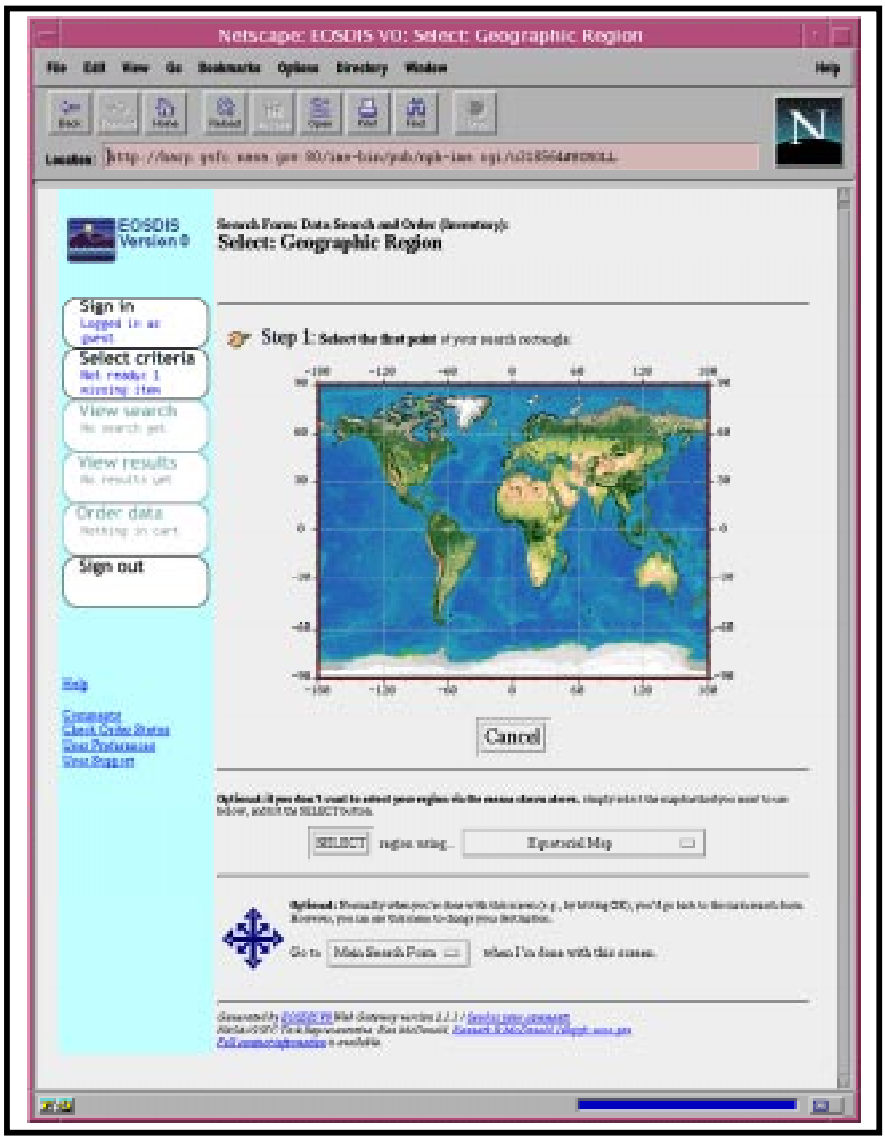

Figure 10. V0 IMS Web Tool, Equatorial Map Region Selection

After completing the search specifications, the user submits the search. The search may take several minutes, during which the user is provided feedback showing that the search is in progress. In fact, if the search takes too long, some data centers have established a "wall," or maximum estimated time, beyond which the search will not run. In this case, the user is provided a message requesting that the search criteria be narrowed, until the search is broken down into parts of manageable sizes.

When the search is complete, V0 IMS provides information on the results to the user. Figure 11 illustrates an initial results page (left side) and an example of a more detailed listing of data granules (right side).

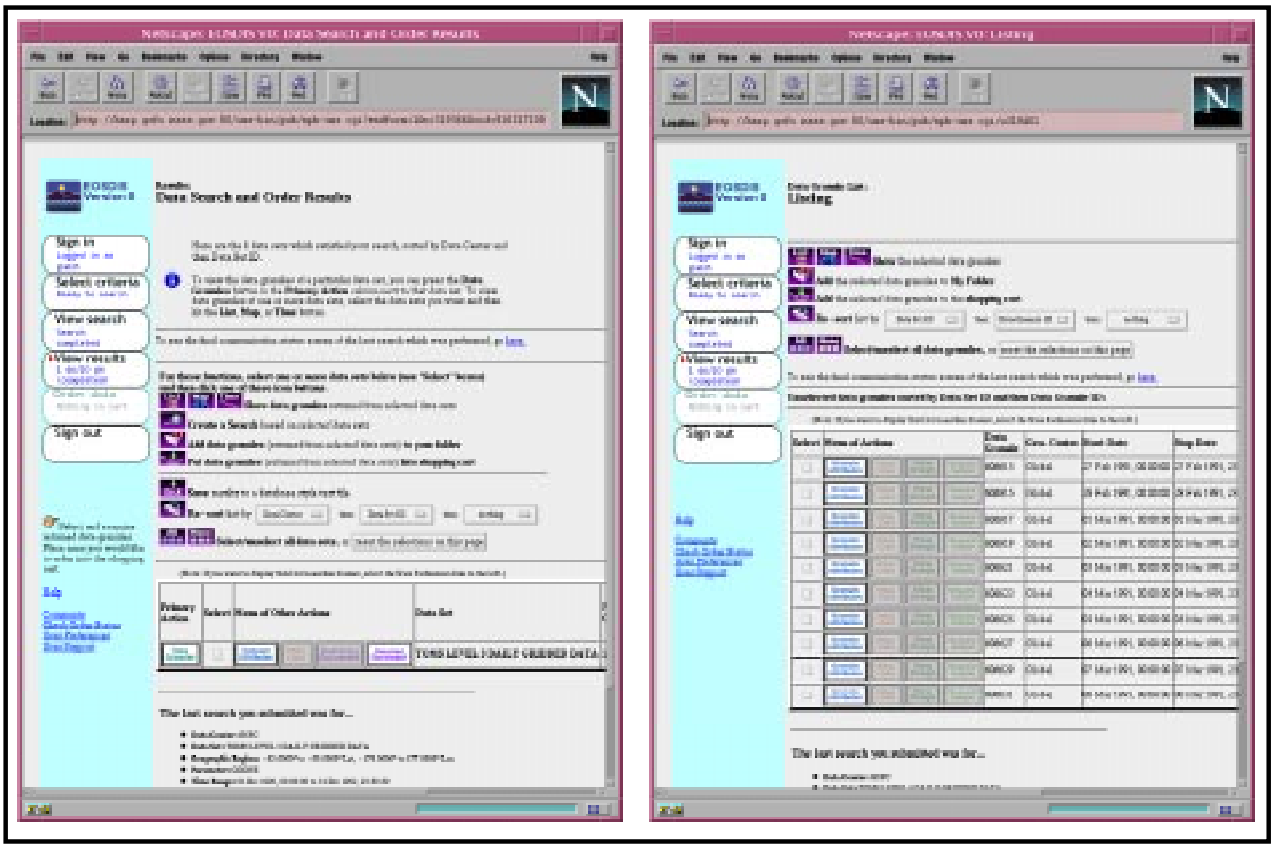

Figure 11. V0 IMS Web Tool, Results Description Pages

The user may click on the **Granule Attributes** button to display more detailed information on a granule, as illustrated in Figure 12. Having reviewed the results as much as desired, the user then may return to the results screen, click in the selection box at the left of any desired granules, and then click on the button to the left of **Add the selected granules to the shopping cart**. This action launches the window permitting the user to choose ordering options. Figure 13 shows ordering options screens. From the screen on the left side of the figure, the user clicks on the **Order Options** button to launch the display shown on the right side of the figure, which permits specification of data formats and media types and formats. When the desired order options are specified, the user clicks on the **Ok! Accept my choice & return to the shopping cart!** button.

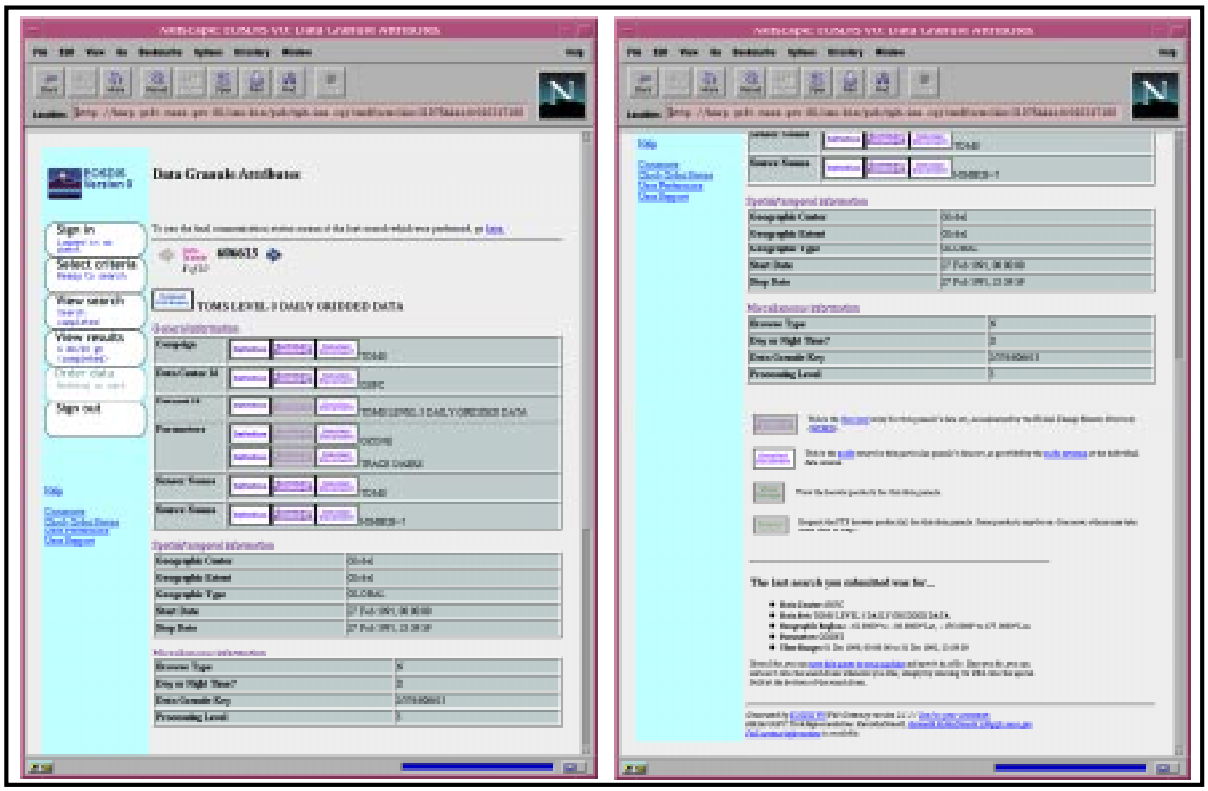

Figure 12. V0 IMS Web Tool, Granule Attributes (Top at Left; Bottom at Right)

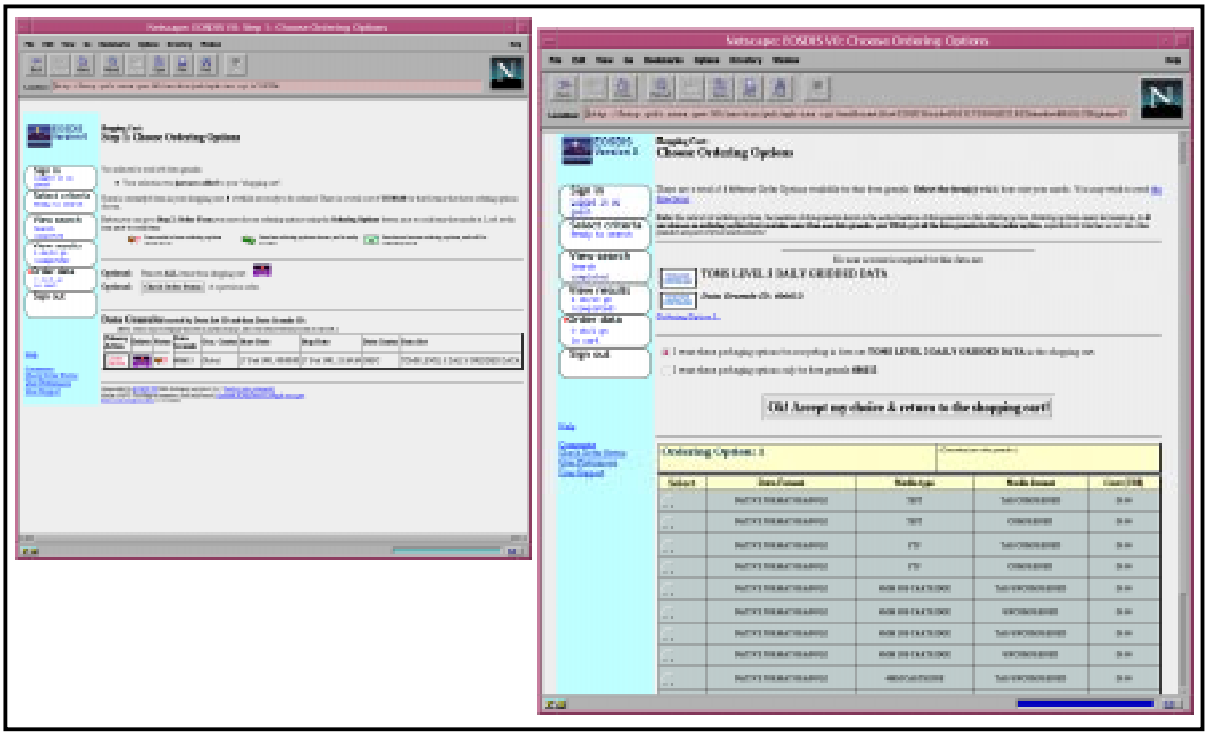

Figure 13. V0 IMS Web Tool, Ordering Options Screens

Back at the shopping cart display, with ordering options specified, the user now clicks on the **Go to Step 2: Order Form** button. This action launches the order form, as illustrated in Figure 14. Here the user provides ordering information (e.g., name, address, telephone, e-mail address). Red field labels indicate required fields.

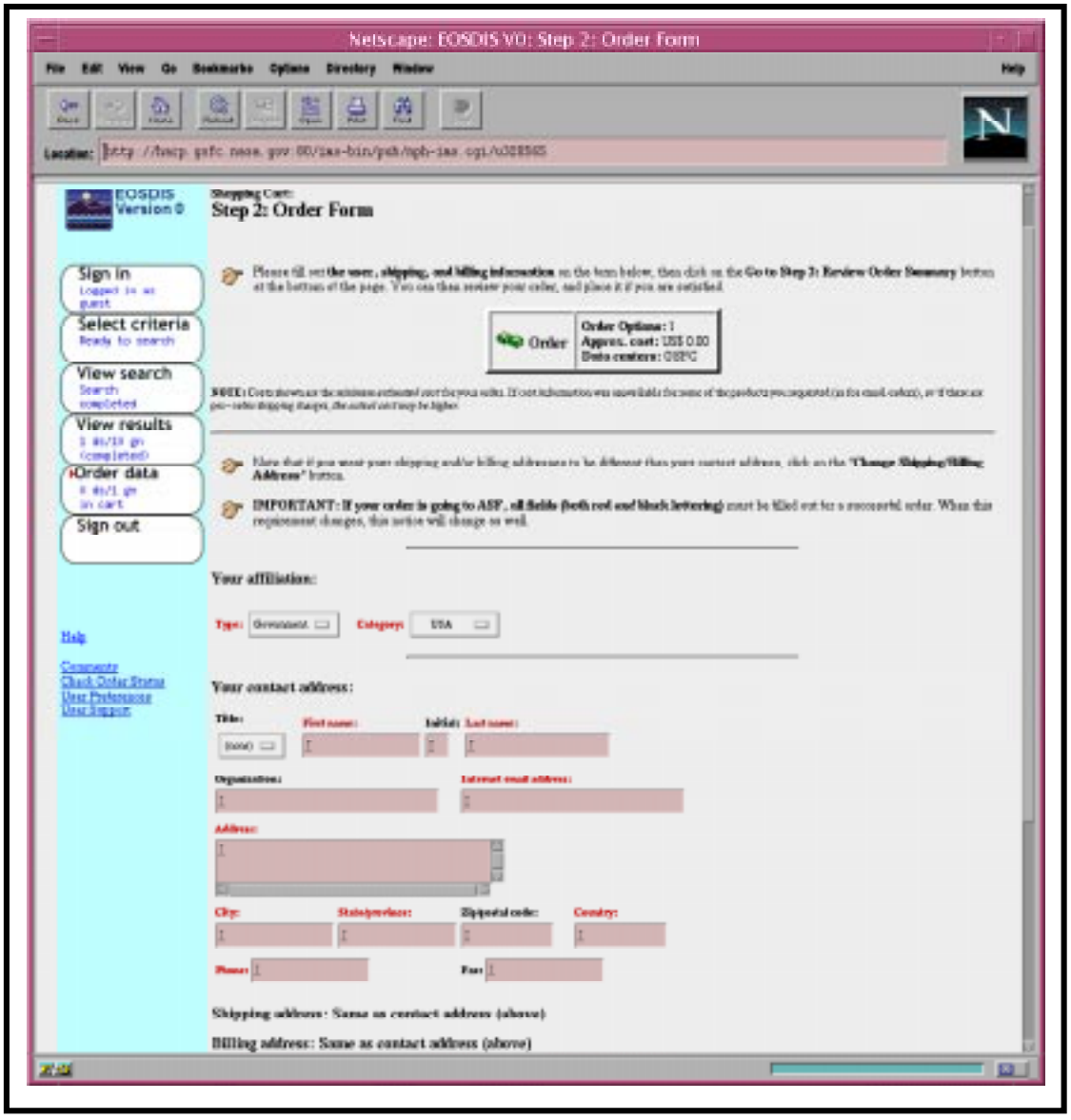

Figure 14. V0 IMS Web Tool, Order Form

After entering the necessary ordering information on the Order Form, the user clicks on the **Go to Step 3: Review Order Summary** button. When satisfied that the information is correct, the user then clicks on the **Go to Step 4: Submit Order** button. When the order is submitted, the V0 IMS Web Tool displays an order confirmation screen, as illustrated in Figure 15, providing the user with tracking and contact information to use if it later becomes necessary to inquire about the status of the order.

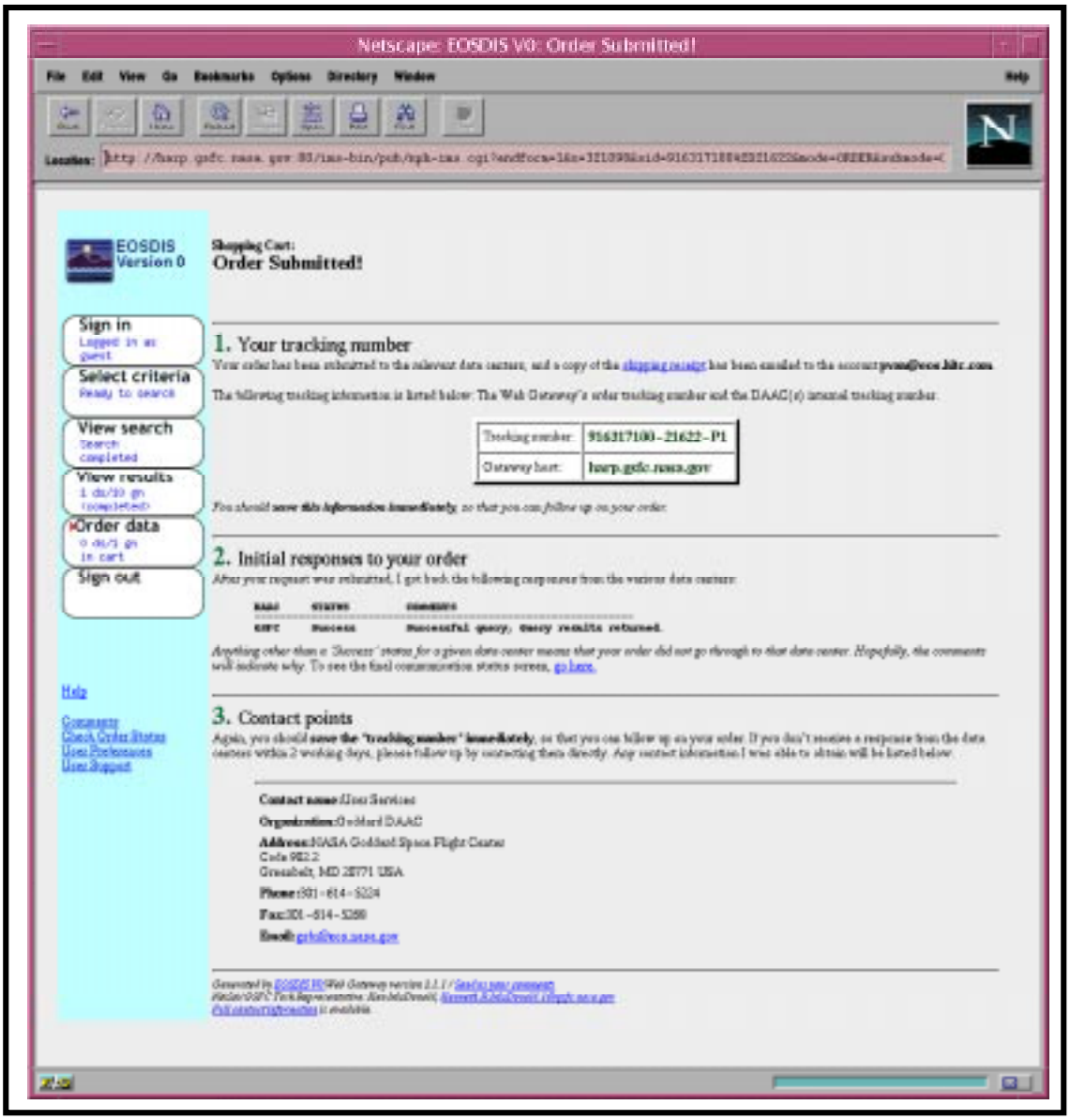

Figure 15. V0 IMS Web Tool, Order Confirmation

Let's examine how you can conduct a data search. You recall, or can check in the User Contact Log record Long Description, that Dr. Fingerman asked for the following data:

Long Description:	Search/order data: Parameter OZONE, Platform NIMBUS-7, Sensor TOMS, Data Set TOMS LEVEL 3 DAILY GRIDDED DATA, Data Center GSFC, Start/Stop 01 Dec 1990/31 Dec 1992, Search Region -60 DEG to -90 DEG LATITUDE, -180 DEG to 180 DEG LONGITUDE.

Use the following procedure.

Locate and Order Data Using the V0 IMS Web Search and Order Tool

1 Access the command shell.

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to a Netscape host by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0ins02) at the UNIX command shell prompt, and press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.
- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

- You are logged in and a UNIX command shell prompt is displayed.

7 Type **netscape** and then press the **Enter** key.

- The Netscape web browser is displayed.

8 Click in the **Netsite:** field.

- The field is highlighted.

9 Type **http://harp.gsfc.nasa.gov/~imswww/pub/imswelcome** and then press the **Enter** key.

- The V0 IMS Web Tool initial screen is displayed.

10 Click on the **Compose a Search** link, or on the button with the binoculars icon.

- The initial **Data Search and Order** screen is displayed.

11 Click on the **Advanced Form** button.

- ***Note***: At various points in this procedure, you may encounter a security information warning. Unless you know of a specific potential danger that you must avoid, click on the **Continue** button when this warning is displayed.
- The advanced form **Data Search and Order** screen is displayed.

12 Select the **type** of search [in this case **Data Search and Order (Inventory)** search, to generate a list of item in the inventory matching the detailed criteria provided by the user] by clicking on its toggle button.

13 In the **Build your search . . .** section, click on the **Earth** icon, on the **Edit** button or on the small map display.

- The **Select: Geographic Region** screen is displayed.

14 Click on the pull-down arrow at the right of the **Select region using . . .** field, and then click on **Type in Lat/Lon Range** from the displayed list.

- The selected item is displayed in the field.

15 Click on the **OK!** button.

- The **Select: Geographic Region** screen is displayed with fields permitting entry of latitude and longitude ranges; default values indicate 90 degrees northern-most latitude, -90 degrees southern-most latitude, -180 degrees western longitude, and 180 degrees eastern longitude.

16 Enter the map coordinates to define a rectangle (in this case, just entering -60 for northern-most latitude), and then click on the **OK!** button.

- The main search screen is displayed, with the entered coordinates in the **RANGE** box.
- If you select one of the map entries in Step 14, at Step 15 a map window is displayed; to use the map, follow instructions on the screen to create a rectangle over the area of interest on the map (the corresponding coordinates will be displayed in the **RANGE** box on the main search screen).

17 Click on the **Parameter** button, or its **Edit** button.

- The **Valids Selection: Parameter** screen is displayed.

18 In the **Parameters:** field, scroll down the list and select **OZONE**, and then click on the **OK!** button.

- The main search screen is displayed, indicating **OZONE** as the selected parameter.
- ***Note***: The **Filters for Parameter:** field permits a reduction in the number of parameters from which to choose. For example, if you are searching for **OZONE** and know that it is an **ATMOSPHERIC CHEMISTRY** parameter, you can select **ATMOSPHERIC CHEMISTRY** in the **Filters for Parameter:** field and then click the **Apply** button so that only those parameters are displayed. You can even reduce the choice to one by using a wild card filter, i.e., **OZ***.

19 Click on the **Data Set** button, or its **Edit** button.

- The **Valids Selection: Data Sets** screen is displayed.

20 In the **Data Sets:** field, scroll down the list and select **TOMS LEVEL III DAILY GRIDDED DATA**, and then click on the **OK!** button.

- The main search screen is displayed, indicating **TOMS LEVEL III DAILY GRIDDED DATA** as the selected data set.
- ***Note***: The **Filters for Data Set:** field permits a reduction in the number of data sets from which to choose. You can use a wild card filter, i.e., **TOMS***, as a quick way to locate the desired data set.

21 Click on the **Time Range** button, or its **Edit** button.

- The **Select: Time Range** screen is displayed.

22 Click in the **Start date/time (GMT): Date:** field, and then type **1990-12-01**.

- The typed entry is displayed in the field.

23 Click in the **End date/time (GMT): Date:** field, and then type **1992-12-31**.

- The typed entry is displayed in the field.

24 Click on the **OK!** button.

- The main search screen is displayed, indicating the selected time range.

25 Click on the **Start Search!** Button.

- The search status screen is displayed, indicating **Search in progress . . . .**
- After a few moments, the **Data Search and Order Results** screen is displayed.

26 Click on the **Data Granules** button.

- The **Data Granule List: Listing** screen is displayed.

27 If desired, click on the **Granule Attributes** button next to one of the listed granule.

- A **Data Granule Attributes** screen is displayed.
- Attributes for additional granules may be reviewed by clicking on the right-pointing arrow at the top of the **Data Granule Attributes** screen, or by clicking the browser **Back** button and clicking on the **Granule Attributes** button next to other listed granules.

28 At the **Data Granule List: Listing** screen, click in the **Select** box(es) to select one or more granules to be ordered, and then click on the button near the top of the screen to **Add the *selected* data granules to the shopping cart**.

- The **Step 1: Choose Ordering Options** screen is displayed with the list of items to be ordered (i.e., in the shopping cart).

29 Click on the **Order Options** button next to one of the data granules selected for order.

- The **Choose Ordering Options** screen is displayed.

30 Click on the **Select** button for the desired option (e.g., **8 MM 2GB CARTRIDGE UNCOMPRESSED**).

- The **Select** button is filled to indicate selection of the option.

31 Above the list of options, make a selection to indicate whether the selected packaging option is to apply to all items in the data set in the shopping cart, or just to the single granule (for this exercise, leave the default selection indicating that the selected packaging option is to apply to all items in the shopping cart).

32 Click on the **Ok! Accept my choice & return to the shopping cart!** button.

- The **Step 1: Choose Ordering Options** screen is displayed with indications that the selected granules are ready to order.

33 Click on the **Go to Step 2: Order Form** button.

- The **Step 2: Order Form** screen is displayed.

34 Click on the pull-down arrow to the right of the **Type:** field and select **Commercial** from the displayed list.

- The selected option is displayed in the field.

35 Click in the **First name:** field and type **Just**.

- The typed entry appears in the field.
- ***Note***: Normally, the user's first name is entered in this field. For this exercise, it is important that the user's name be entered as **Just Kidding**, so that the DAAC will not attempt to fill the order.

36 Click in the **Last name:** field and type **Kidding**.

- The typed entry appears in the field.
- ***Note***: Normally, the user's last name is entered in this field. For this exercise, it is important that the user's name be entered as **Just Kidding**, so that the DAAC will not attempt to fill the order.

37 Fill in the other required fields (**Internet email address:**, **Address:**, **City:**, **State/province:**, **Country:**, and **Phone:** by clicking in each field and typing an appropriate entry.

- The typed entries are displayed in the fields.
- ***Note***: The user can save the entered information in a profile, and provide information about ECS access. This is accomplished by clicking on the **User Preferences** link in the "navigator" area on the left side of the screen, and making appropriate entries on the resulting **User Preferences** screen. At the bottom of this screen, a user who is registered as an ECS user can enter a user name and password for ECS access.

38 Click on the **Go to Step 3: Review Order Summary** button.

- The **Step 3: Order Summary** screen is displayed.

39 When satisfied that the order information is correct, click on the **Go to Step 4: Submit Order!** button.

- The order is submitted and an **Order Submitted!** confirmation screen is displayed.

Update User Contact Log

You recall that upon receipt of the data request, you created a User Contact Log record documenting that request. After completing the submission of the order, it is necessary to update the User Contact Log.

- Show the progress or resolution of the contact that started the process.
- User Contact Log remains open until the request is completed.
- User Contact Log record can be modified several times before the request is completed.
- For each modification, the log displays the operator that made the modification along with the date and time of the modification.

Perform a User Contact Log update for the completed order now using the following procedure.

Update User Contact Log

1 Launch the **User Contact Log/Trouble Ticket** application.

- The **User Contact Log** defaults to the **Entry** screen.

2 From the Menu Bar, follow menu path **Query→Modify Individual**.

- The display changes from the **Entry** screen to the **Modify** screen.
- The screen looks the same except the action buttons on the bottom of the screen.

3 Click on the field to be used for finding the User Contact Log record to be updated (i.e., **Log Id** field. **Contact Name** field, **E-mail Address** field, or the **Short Description** field).

- The cursor is displayed in the selected field.

4 Enter the information appropriate for the selected field (i.e., **Log Id**, **Contact Name**, **E-mail Address**, or something remembered from the **Short Description**).

- The typed entry is displayed in the field.

5 Follow menu path **Query→Display**.

- The User Contact Log record for the data request is displayed.

6 Click on the **Comment Log** field.

7 Enter a **Comment** describing the update.

- The comment should indicate the action(s) taken (e.g., **Order for data completed; 10 granules ordered.**).

8 Click on the **Apply Edits** button.

- Edits are not implemented until the **Apply Edits** button is pressed.
- The **Modified-date** field will display the date and time of the modification.
- The **Last-Modified-by** field will display the name of the User Services Representative under whose log-in the edit is made.

9 To close a User Contact Log record, select the **Log Status** button, while holding the mouse button down, drag it to **Close**, then release the mouse button.

- The User Contact Log record is now closed.

Canceling an Order

A user may choose to cancel a data order for any of a number of reasons. User Services may be called upon to assist by performing the cancellation on behalf of the user. Cancellation requires some associated procedures that are familiar to you by now. Therefore, the primary focus of this topic is on the procedures that are new to you. The procedures for cancellation of an order are:

- Create a User Contact Log record.
- Validate the user.
- ECS Order Tracking (New).
- Cancel Order (New).
- Update the User Contact Log.

Assume Dr. Fingerman calls to cancel his order for Antarctic Ozone data. As we have seen, this requires the creation of a User Contact Log record, and necessitates using the ECS User Account Management tool, Profile Account, to verify that the user is registered. Only then can you proceed to the next step.

ECS Order Tracking

To locate an order, either because a user wants to cancel it or for some other reason (e.g., a user wants to check on an order that has not been received), use the Order Tracking tool. Figure 16 shows the Order Tracking tool main screen.

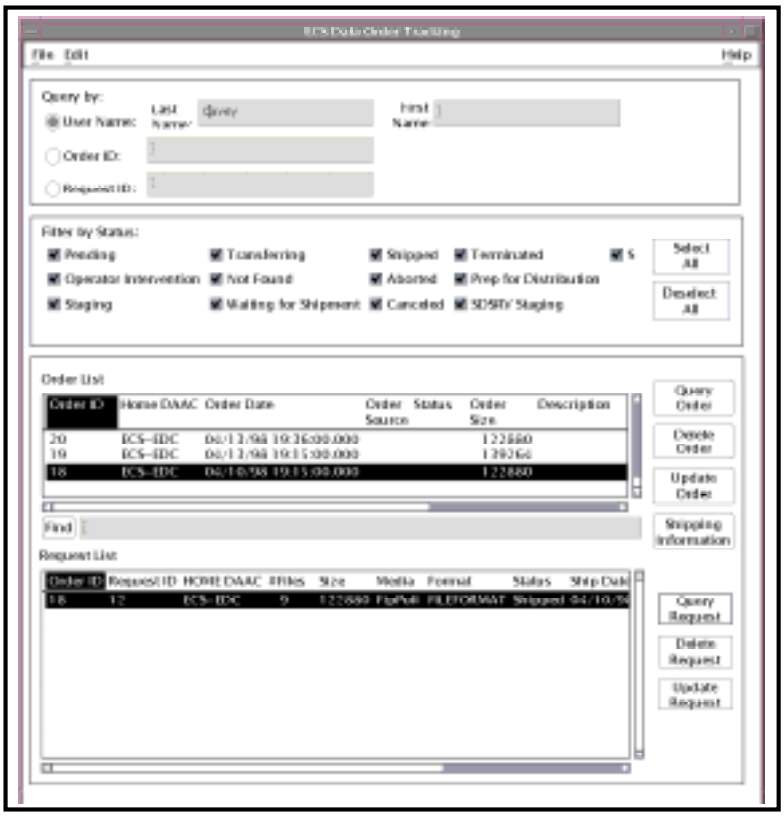

Figure 16. ECS Order Tracking Tool Main Screen

To assist you in finding an existing order, the Order Tracking Tool has several query options:

- User Name – If there is more than one order under the same first and last name, the system offers a Verify User Selection screen to display additional data about each order, including the date it was placed, to help in the verification.
- Order ID – The Order ID is the unique identification number generated when the order was placed.
- Request ID – For large orders, the Data Server may partition the order and assign more than one Request ID. If you use this query option, the unique Order ID will also be displayed to assist in tracking all parts of the order.

The number of orders displayed can be reduced by use of the Filter by Status option. You may select from several status filters:

- Pending.
- Operator Intervention.
- Staging.
- Transferring.
- Not found.
- Waiting for Shipment.
- Shipped.
- Aborted.
- Canceled.
- Terminated.
- Prep for Distribution.
- SDSRV Staging.
- Subsetting.

Use the following procedure to find and cancel Dr. Fingerman's order for Antarctic Ozone data, beginning with a search using the **User Name** query option.

ECS Order Tracking and Cancellation

---

1 Access the command shell

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to the MSS client server by typing either **/tools/bin/ssh *hostname*** *(e.g.*, g0mss21) at the UNIX command shell prompt, and then press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.

- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

7 To change to the directory containing the utility scripts to start MSS accountability GUIs, type **cd /*path*** and then press the **Enter** key.

- For ***path***, use **/usr/ecs/*mode*/CUSTOM/utilities**, where ***mode*** will likely be **TS1**, **TS2**, or **OPS**.

8 Type **EcMsAcOrderGUIStart *mode***, where ***mode*** is **TS1**, **TS2**, or **OPS** (or other) as selected in Step 7.

- The **ECS Order Tracking** window is displayed.

9 Click the **Radio Box** to the left of the **User Name**.

- The cursor moves to the **Last Name** field.

10 Enter the **Last Name**, then press **Tab**.

- The cursor moves to the **First Name** field.

11 Enter the **First Name**, then press **Tab**.

12 Click on the **Select All** button.

- All of the status filters are selected.

13 Press the **Enter** key or click on the **Query Order** button.

- The order is displayed in the **Order List** box in the **ECS Data Order Tracking** screen.
- The **Order ID**, **Home DAAC**, **Order Date**, **Order Source**, **Status**, **Description**, and **Start Date** are displayed.

14 If there are multiple requests, click on the order to highlight it in the **Order List** box, then click on the **Query Request** button.

- Every request number relating to the highlighted Order is displayed.
- The **Order ID**, **Request ID**, **Home DAAC**, **# Files**, **Size**, **Media**, **Format**, **Status**, **Ship Date**, and **Description** are displayed.

15 Click on the order or the specific request to be canceled to highlight it.

16 To cancel the order, click on the **Delete Order** button.

- The order is deleted from the system.
- *Note*: If it is desired to cancel only some of the requests from an order with multiple requests, this can be done by clicking to highlight the selected request(s) and then clicking on the **Delete Request** button.

Fulfilling a Subscription

User Services may be called upon to support users in ECS functions related to subscriptions. The ECS subscription capability supports users' requirement to have actions taken based on the occurrence of future events (i.e., to be notified or have data transferred when certain conditions are met, such as data becoming available, or a new advertisement occurring). The ECS design provides the following subscription service capabilities:

- register new events.
  - stored persistently.
  - made available through Advertisement Service.
- accept subscriptions.
  - accept new subscription requests that specify an action to be taken and an event to initiate the action.
  - accept subscription update requests to update stored subscriptions.
  - validate subscription requests.
- process subscriptions upon event notification.
  - identify all subscriptions to the specified event.
  - process the actions defined in the subscriptions.
    - E-mail notification.
    - direct program interface to other service providers.

Figure 17 shows the initial screen of the subscription services tool. The screen lists existing subscriptions and displays subscription identification data and other information associated with subscriptions. From the initial screen, the operator can access other screens that permit adding or deleting subscriptions, as well as screens for editing existing subscriptions. The screens for adding and editing subscriptions are essentially identical. The main screen for adding/editing a subscription, shown in Figure 18, may be accessed in two ways. To add a subscription, access the screen by clicking on the **Add Subscription** button. To edit a subscription, the screen may be populated with data from an existing subscription and accessed by first clicking on a subscription in the **Subscription Information** window and then clicking on the **Edit Subscription** button.

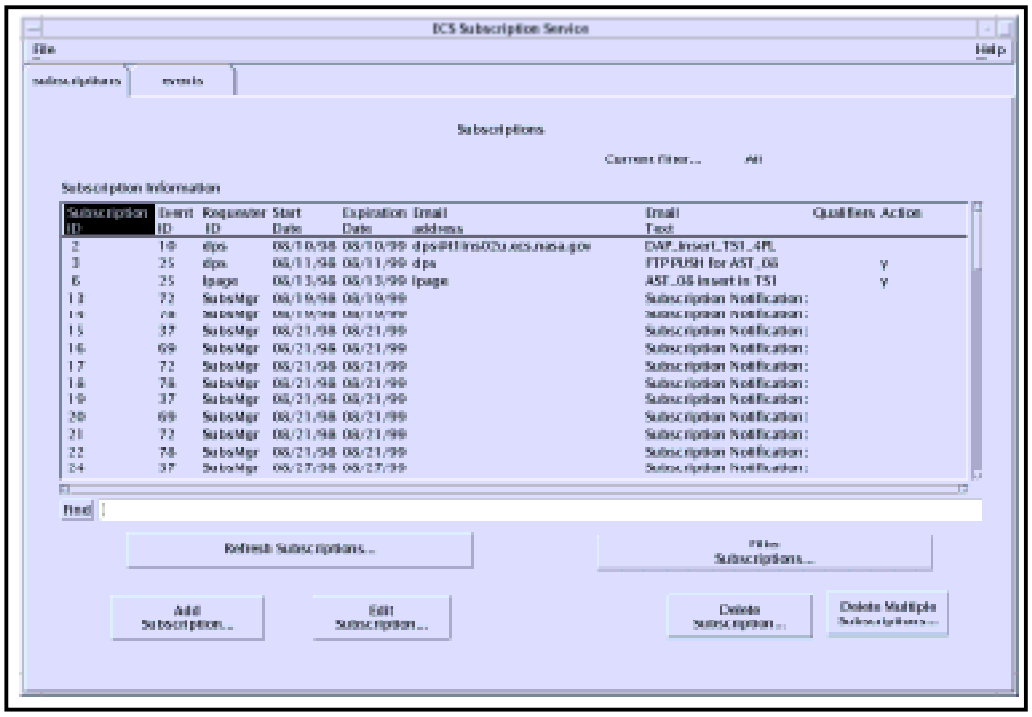

Figure 17. Subscription Editor Initial Screen

Figure 18. Main Screen for Adding/Editing Subscriptions

Two major elements of a subscription are its **event**, or triggering circumstance, and the **action** to be taken by ECS upon occurrence of the event. The subscription service lets you identify subscribable events and specify actions to be taken on behalf of a user upon the occurrence of an identified subscribable event. Normally, the action will be to send email notification of the occurrence of the event. A click on the **Browse Events** button displays the **Browse Events** screen shown in Figure 19. This screen permits review and selection from a list of subscribable events to specify the triggering circumstance of a subscription being added.

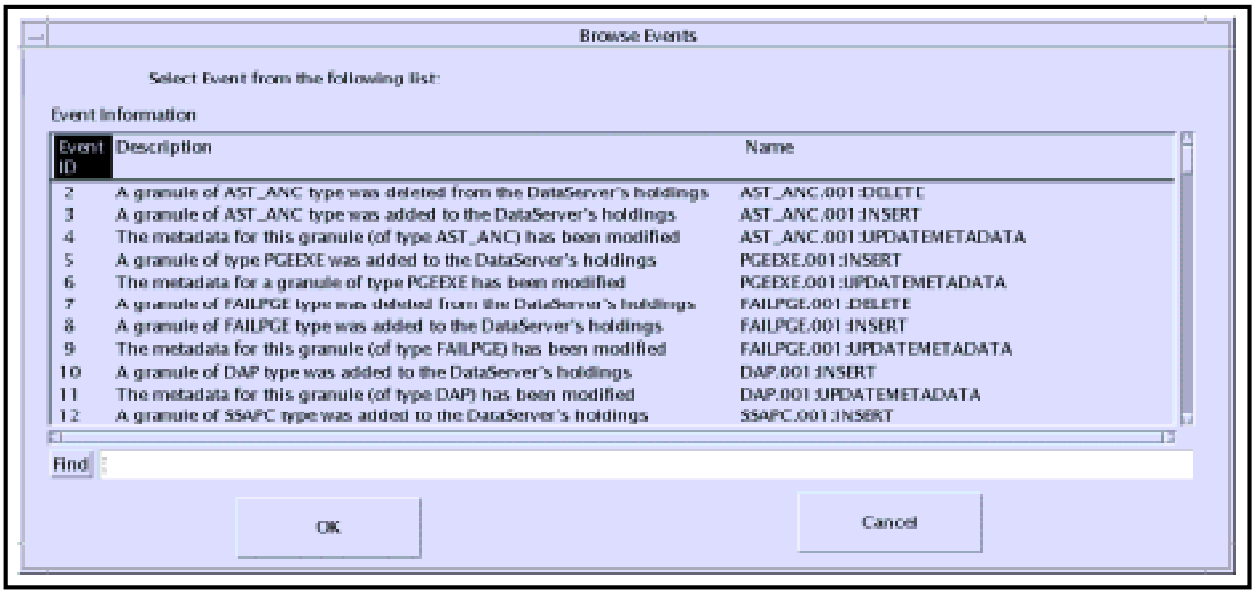

Figure 19. Subscription Service Browse Events Screen

A click on the **Actions** button on the **Add/Edit Subscription** screen displays the **Actions** screen shown in Figure 20. This screen is employed when a user wishes to acquire a data product associated with the occurrence of an event. It permits entry of parameters necessary to specify an acquire action (e.g., ftp push, tape distribution) to be taken when the subscribable event occurs.

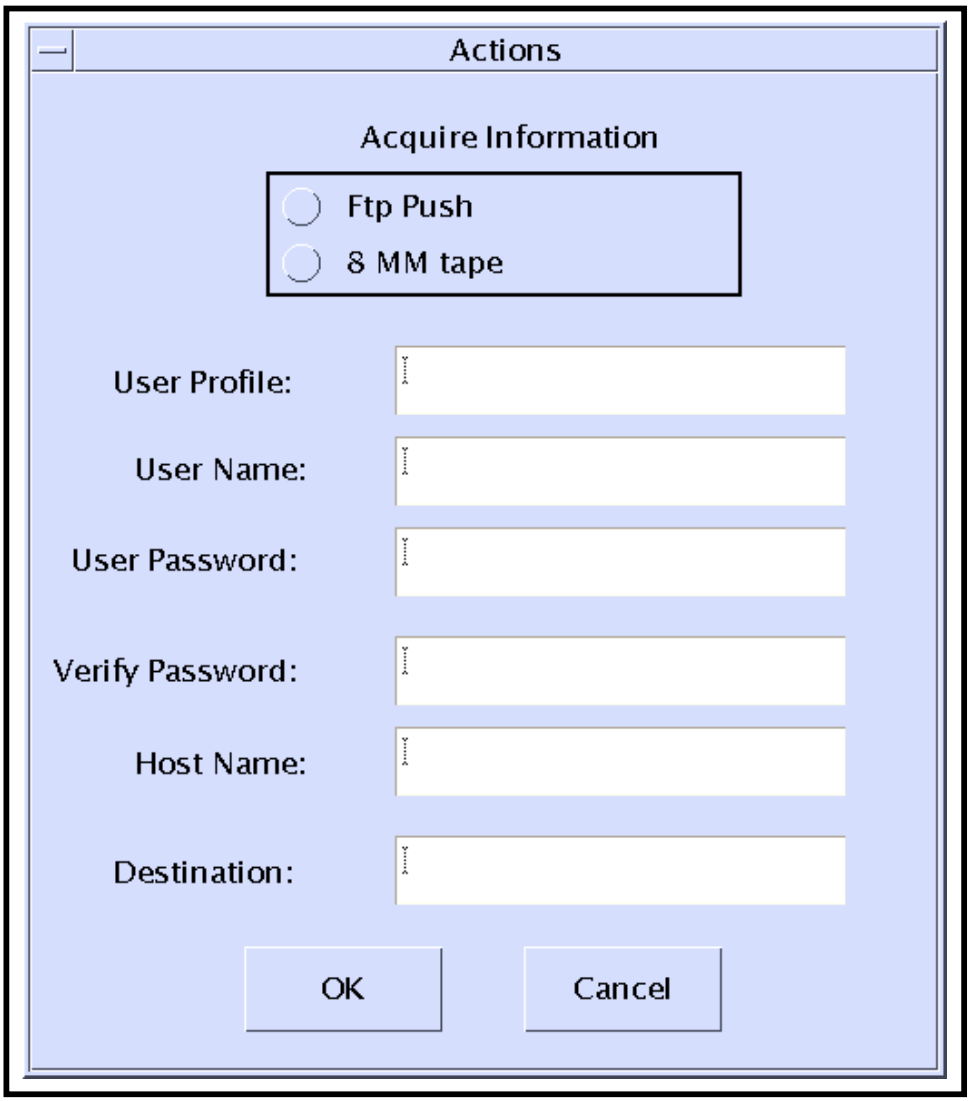

Figure 20. Subscription Service Actions Screen

Finally, a user may wish to restrict a subscription to only those instances of an event that fall within certain boundary constraints. For example, a science user may wish to receive notice of the availability of a certain type of data on a particular geographic range of the earth's surface, but only if the cloud cover was less than 20% when the data collection occurred. The cloud cover restriction is a **Qualifier** that may be placed on the event using the subscription service screen shown in Figure 21. With an event selected, a click on the **Qualifiers** button on the **Add/Edit Subscription** screen displays the screen on the left side of the figure, with applicable valids, which permits the operator to specify event qualifiers. This specification is done by clicking on a qualifier to highlight it, then specifying an operator (e.g., <=, >) and a value, and clicking on the **Add to List** button. The qualifier then appears in the list, as shown on the right side of the figure. Multiple qualifiers may be added. When the **OK** button is clicked, the selected qualifiers are applied to the subscription.

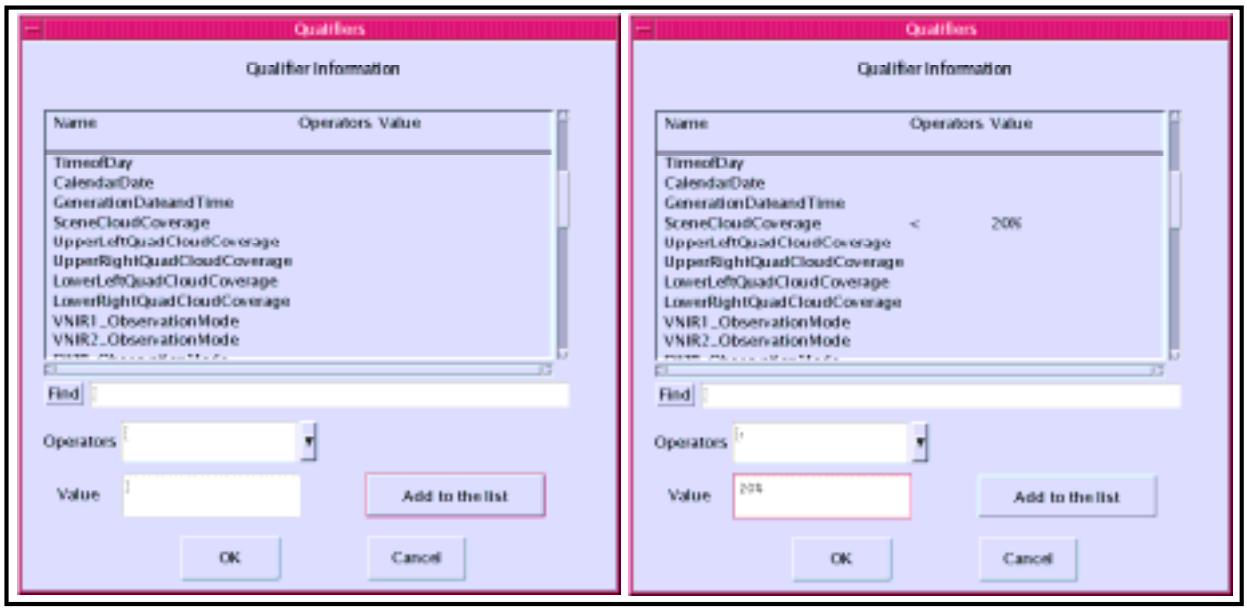

Figure 21. Subscription Service Qualifiers Screen

The following subsections and procedures illustrate the use of the subscription service to accommodate various user needs for subscription support.

Fulfilling a Need for a One-Time Subscription

Suppose Dr. D.S. Aster has used the DAR Tool to submit a request for ASTER expedited data, and contacts you with a request to acquire the data via FTP push to a specific disk directory as soon as the data are received at the archive. The relevant data for the necessary subscription are:

- User ID: dsaster.
- Email Address: dsaster@unh.edu.
- Email Text: Requested data sent by ftp push to /home/dsaster/ftppush.
- Start Date: (Enter today's date, in format mm/dd/yyyy).
- Expiration Date: 12/31/1999.
- Event ID: 109.
- Event Description: Insertion of ASTER data.
- Event Name: ASTER DAR ID 123456789.

- Acquire: ftp push
  - User Profile/ID: dsaster
  - User Name: D. S. Aster
  - User Password: sbpass1
  - Host Name: science.lib.unh.edu
  - Destination: /home/dsaster/ftppush
- Qualifiers: (none)

The following procedure can be used to create the necessary subscription.

Creating a One-time Subscription with Acquire

---

1 Access the command shell

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0dms01, g0dms03, e0dms03), at the UNIX command shell prompt, and press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.
- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

- NOTE: To access the Subscription Service, you will also need to perform a DCE login (see Step 6).

7 At the UNIX prompt, type **DCE_login *User ID***, and then press the **Enter** key.

- A **Password:** prompt is displayed.

8 At the **Password:** prompt, type ***DCEPassw***.

- A UNIX prompt is displayed.
- NOTE: You can check that the DCE login is successful by typing **klist**, and the pressing the **Enter** key; if the DCE login is successful, the logged in principal will be displayed, along with other DCE information.

9 To change to the directory containing the utility scripts to start the Subscription Server GUI, type **cd /*path*** and then press the **Enter** key.

- For ***path***, use **/usr/ecs/<*mode*>/CUSTOM/utilities**, where **<*mode*>** will likely be **TS1**, **TS2**, or **OPS**.

10 Type **setenv MODE <*mode*>** and then press the **Enter** key, where **<*mode*>** is that selected for the ***path*** in Step 9.

11 Type **source EcCoEnvCsh** and then press the **Enter** key.

12 Type **EcSbSubServerGUIStart <*mode*>**, where **<*mode*>** is that selected in Step 10, and then press the **Enter** key.

- The initial screen of the **Subscription Service** is displayed.

13 Click on the **Add Subscription** button.

- The **Add/Edit Subscription** screen is displayed.

14 Click on the **Browse Events** button.

- The **Browse Events** screen is displayed.

15 Click on the **Find** field.

- The cursor appears in the **Find** entry field.

16 Type **ASTER DAR ID 123456789** and then click on the **Find** button.

- The desired event (in this case, **Event 109**) is highlighted in the **Event Information** window.

17 Click on the **OK** button.

- The **Browse Events** screen is closed.
- On the **Add/Edit Subscription** screen, **109** is shown as the **Event ID:** and the text for that event is shown as the **Event Description:**.

18 Click on the **User Id** field.

- The cursor moves to the **User ID** field.

19 Type **dsaster** and then press the **Tab** key.

- The cursor moves to the **Email Address:** field.

20 Type **dsaster@unh.edu** and then press the **Tab** key.

- The cursor moves to the **Email Text:** field.

21 Type **Requested_data_sent_by_ftp_push_to_/home/dsaster/ftppush** and then press the **Tab** key.

- The cursor moves to the first window in the **Start Date:** field.

22 The current data appears in the window by default; the current date is appropriate, but may be changed by typing in a different date, reflecting the format mm/dd/yyyy.

23 Click on the first window of the **Expiration Date:** field to place the cursor there, and type in data to set the expiration date to 12/31/1999.

- Set the expiration date so that the subscription duration covers the period in which the data are likely to reach the archive. When the user requests the subscription, it may be helpful to determine information about the data capture (e.g., in this case, the duration of the requested ASTER data acquisition).

24 Click on the **Actions** button.

- The **Actions** screen is displayed.

25 Click on the **ftp Push** toggle button.

- The **ftp Push** button shows as depressed.

26 Click on the **User Profile:** field.

- The cursor appears in the **User Profile:** field.

27 Type in **dsaster** and then press the **Tab** key.

- The cursor moves to the **User Name:** field.

28 Type in **D.S. Aster** and then press the **Tab** key.

- The cursor moves to the **User Password:** field.

29 Type in the password (in this case, **sbpass1**) and then press the **Tab** key.

- The cursor moves to the **Verify Password:** field.

30 Type in the password again (in this case, **sbpass1**) and then press the **Tab** key.

- The cursor moves to the **Host Name:** field.

31 Type in the host name (in this case, **science.lib.unh.edu**) and then press the **Tab** key.

- The cursor moves to the **Destination:** field.

32 Type in the directory to which the file is to be pushed (in this case, **/home/dsaster/ftppush**).

33 Click on the **OK** button.

- The **Actions** screen is closed and the **Add/Edit Subscription** screen is accessible.

34 Click on the **Submit** button.

- The **Add/Edit Subscription** screen is closed and the initial screen of the **Subscription Service** is accessible.
- The new subscription is displayed in the **Subscription Information** window.

35 Follow menu path **File→Exit**.

- The **Subscription Service** screen is closed.

Fulfilling a Need for an Open-ended Subscription

Suppose Dr. Phyllis A. Scientist notes an advertisement for quarterly updates on an ocean biology model based on data obtained in the Sea-viewing Wide Field-of-view Sensor (SeaWiFS) program. She requests an ongoing, regular E-mail notification when an update is available. The relevant data for the subscription are:

- User ID: pascient.
- Email Address: pascient@engr.1.engr.hamptonu.edu.
- Email Text: Ocean biology model quarterly update is available.
- Start Date: 07/01/1998.
- Expiration Date: 12/31/2005.
- Event ID: 153.
- Event Description: Ocean Biology Model Update Insertion.
- Event Name: SeaWiFS Model Update.
- Acquire: (none)
- Qualifiers: (none)

Use the following procedure to establish an ongoing subscription for the requested notification.

Creating an Open-Ended Subscription

---

1 Launch the **Subscription Service** GUI as in Steps 1 - 12 of the previous procedure.

- The initial screen of the **Subscription Service** is displayed.

2 Click on the **Add Subscription** button.

- The **Add/Edit Subscription** screen is displayed.

3 Click on the **Browse Events** button.

- The **Browse Events** screen is displayed.

4 Click on the **Find** field.

- The cursor appears in the **Find** entry field.

5 Type **SeaWiFS Model Update** and then click on the **Find** button.

- The desired event (in this case, **Event 153**) is highlighted in the **Event Information** window.

6 Click on the **OK** button.

- The **Browse Events** screen is closed.
- On the **Add/Edit Subscription** screen, **153** is shown as the **Event ID:** and **Ocean Biology Model Update Insertion** is shown as the **Event Description:**.
- The cursor is in the **User ID:** field.

7 Type **pascient** and then press the **Enter** key.

- The cursor moves to the **Email Address:** field.

8 Type **pascient@engr.1.engr.hamptonu.edu** and then press the **Enter** key.

- The cursor moves to the **Email Text:** field.

9 Type **Ocean biology model quarterly update is available** and then press the **Enter** key.

- The cursor moves to the first window in the **Start Date:** field.

10 Type in data to set the start date to 07/01/1998.

11 Click on the first window of the **Expiration Date:** field to place the cursor there, and type in data to set the expiration date to 12/31/2005.

- Set the expiration date so that the subscription duration covers a period satisfactory to the user and/or reflecting DAAC policy on maximum duration for subscriptions. The duration and any policy governing restrictions on duration should be discussed when the user requests the subscription.

12 Click on the **Submit** button.

- The **Add/Edit Subscription** screen is closed and the initial screen of the **Subscription Service** is accessible.
- The new subscription is displayed in the **Subscription Information** window.

13 Follow menu path **File→Exit**.

- The **Subscription Service** screen is closed.

Returning a List of Subscriptions

The initial screen of the Subscription Service provides a list of subscriptions and information about them. This screen provides a useful resource for answering user queries concerning their subscriptions. The **Find** function may be used to search and highlight an individual subscription. Use the following procedure to obtain a list of subscriptions.

Display a List of Subscriptions and Subscription Information

---

1 Launch the **Subscription Service** GUI as in Steps 1 - 12 of the procedure for Creating a One-Time Subscription.

- The initial screen of the **Subscription Service** is displayed.

2 Click on the **Find** field.

- The cursor appears in the **Find** entry field.

3 Type in the **User ID** for the user whose subscription(s) are of interest.

- Any subscription for the entered **User ID** is highlighted.

Canceling a Subscription

Canceling a subscription is accomplished using the initial screen of the Subscription Service. Suppose you are a User Services representative and receive a call from Dr. Phyllis A. Scientist requesting you to cancel her subscription for notification of Ocean Biology Model updates. The following procedure is applicable.

Cancel a Subscription

---

1 Launch the **Subscription Service** GUI as in Steps 1 - 12 of the procedure for Creating a One-Time Subscription.

- The initial screen of the **Subscription Service** is displayed.

2 Click on the **Find** field.

- The cursor appears in the **Find** entry field.

3 Type in the **User ID** for the user whose subscription(s) are of interest (in this case, **pascient**).

- Any subscription for the entered **User ID** is highlighted.

4 If the subscription requested for cancellation is not the highlighted one (in this case, **Event ID 153**), click on it.

- The selected subscription information is highlighted.

5 Click on the **Delete Subscription** button.

- The highlighted subscription is cancelled.

6 Follow menu path **File→Exit**.

- The **Subscription Service** screen is closed.

Data Dictionary Maintenance

Requests for ECS services may come from the Version 0 Information Management System (V0). For example, users will submit requests for data searches and product orders through the V0 Web Search and Order Tool. Directory Search requests, Inventory Search requests, Browse requests, Product requests, and other such information are sent to the V0 Gateway. To accommodate mapping of terminology between the ECS and the V0 system, the ECS V0 Gateway reads the ECS Data Dictionary containing the terminology mapping information, ensuring that the request can be directed to the appropriate science data server. A Data Dictionary Administrator builds the ECS Data Dictionary V0 System search parameters, ECS schema, and metadata. The V0 client must have ECS Valid terminology for searchable attributes (e.g., source, sensor, geophysical parameter, data set name, data center ID, campaign, processing level, geographical coordinates, and temporal intervals) in order to search ECS holdings.

Accordingly, upon establishment of a new ECS data set, valids for the data set must be made available to V0. EOSDIS V0 IMS has a two-week valids update cycle:

- Data centers (sites) submit their new valids, definitions, and/or package Object Description Language (ODL) file(s). An ODL file is a formatted ASCII text file that contains the keyword descriptions for the data sets.
- Valids ODL files are transferred to the V0 IMS using anonymous FTP.
- The IMS team acknowledges receipt of the new valids submission and runs a syntax checker on the files.
- The files are processed and the valids are tested.

More detailed information on the cycle and the update process may be obtained at http://harp.gsfc.nasa.gov/v0ims/valids/valids_procedures.html. The Data Dictionary Maintenance Tool (DDMT), illustrated in Figure 22, is an ECS tool to support management of ECS valids and mapping of ECS metadata to V0 attributes and values. The figure shows the **Modify Data** tab, which is the initial screen displayed when the tool is launched. This tab is not functional in Release 4.

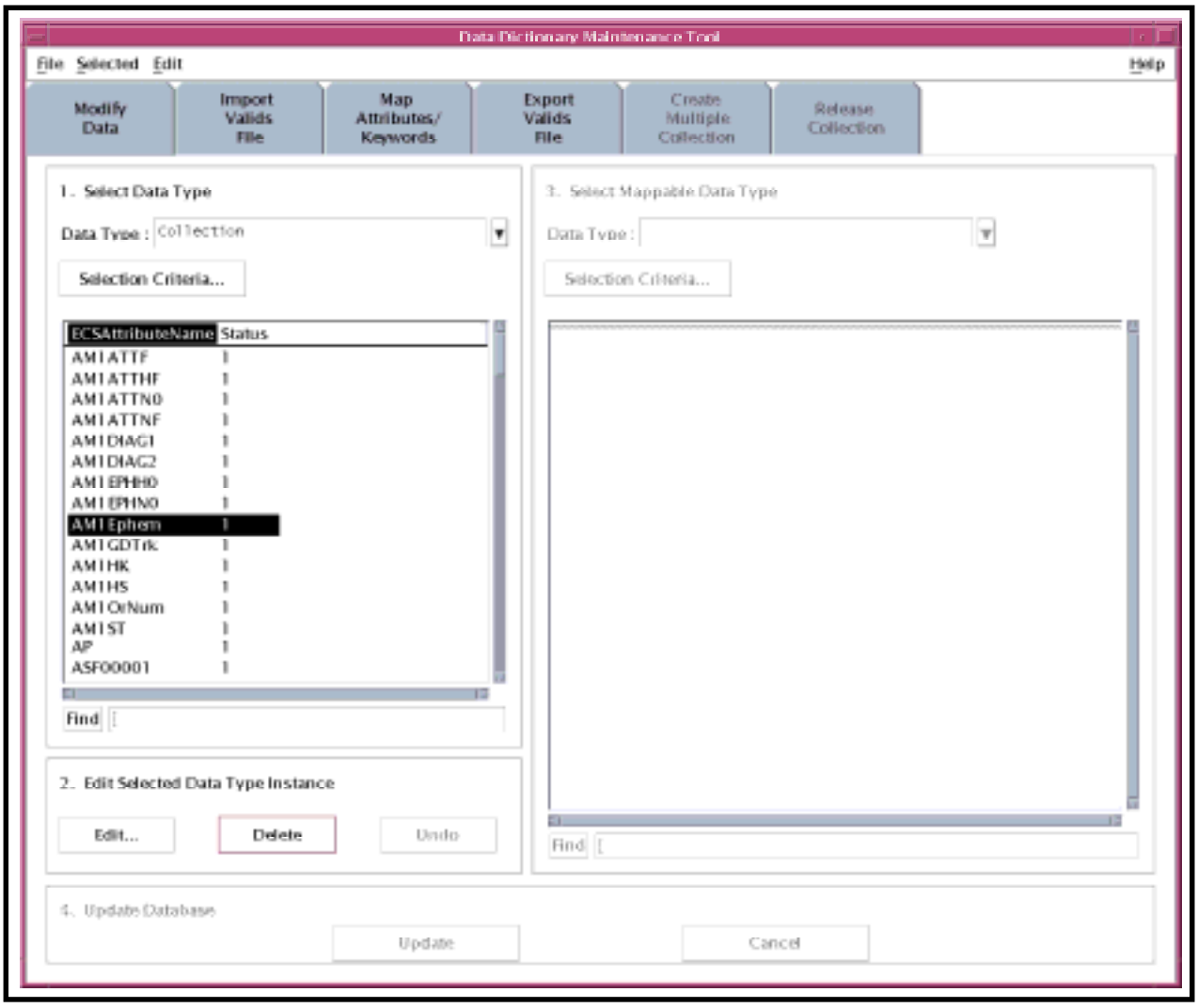

Figure 22. Data Dictionary Maintenance Tool, Modify Data Tab (not functional)

Use the following procedure to launch the Data Dictionary Maintenance Tool.

Launch Data Dictionary Maintenance Tool

1 Access the command shell

- The command shell prompt is displayed.

2 Type **xhost <remote_workstation_name>** and then press the **Enter** key.

3 At the UNIX command shell prompt, type **setenv DISPLAY *clientname*:0.0** and then press the **Enter** key.

- For ***clientname***, use either the local terminal/workstation IP address or its machine name.

4 Start the log-in to the interface server by typing **/tools/bin/ssh *hostname*** *(e.g.*, l0ins02) at the UNIX command shell prompt, and press the **Enter** key.

- If you have previously set up a secure shell passphrase and executed **sshremote**, a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears; continue with Step 5.
- If you have not previously set up a secure shell passphrase; go to Step 6.

5 If a prompt to **Enter passphrase for RSA key '<*user@localhost*>'** appears, type your ***Passphrase*** and then press the **Enter** key. Go to Step 7.

6 At the **<*user@remotehost*>'s password:** prompt, type your ***Password*** and then press the **Enter** key.

7 To change to the directory containing the utility scripts to start the Data Dictionary Maintenance Tool GUI, type **cd /*path*** and then press the **Enter** key.

- For ***path***, use **/usr/ecs/<*mode*>/CUSTOM/utilities**, where **<*mode*>** will likely be **TS1**, **TS2**, or **OPS**.

8 Type **EcDmDdMaintenanceToolStart <*mode*>**, where **<*mode*>** is that selected in Step 8, and then press the **Enter** key.

- The initial screen of the **Data Dictionary Maintenance Tool** is displayed.

The Data Dictionary Maintenance Tool **Map Attributes/Keywords** tab, illustrated in Figure 23, allows the operator to set up an association between ECS and non-ECS attributes and keywords. An operator can choose a non-ECS term from a list, and map that term to the correct corresponding ECS term. Once satisfied with the mapping, the user clicks on the **Update All Collections** button at the bottom of the screen. This initiates an update process, which may take several minutes to complete (*Note*: There is no indication, such as the appearance of an hourglass graphic, that the system is processing the request).

It is important to note that, whenever an ESDT is added or reloaded, it is necessary to use the **Update All Collections** button on the **Map Attributes/Keywords** tab to refresh the mapping for all collections. Otherwise, unpredictable effects may result (e.g., the system may behave as though the added or reloaded ESDT does not exist).

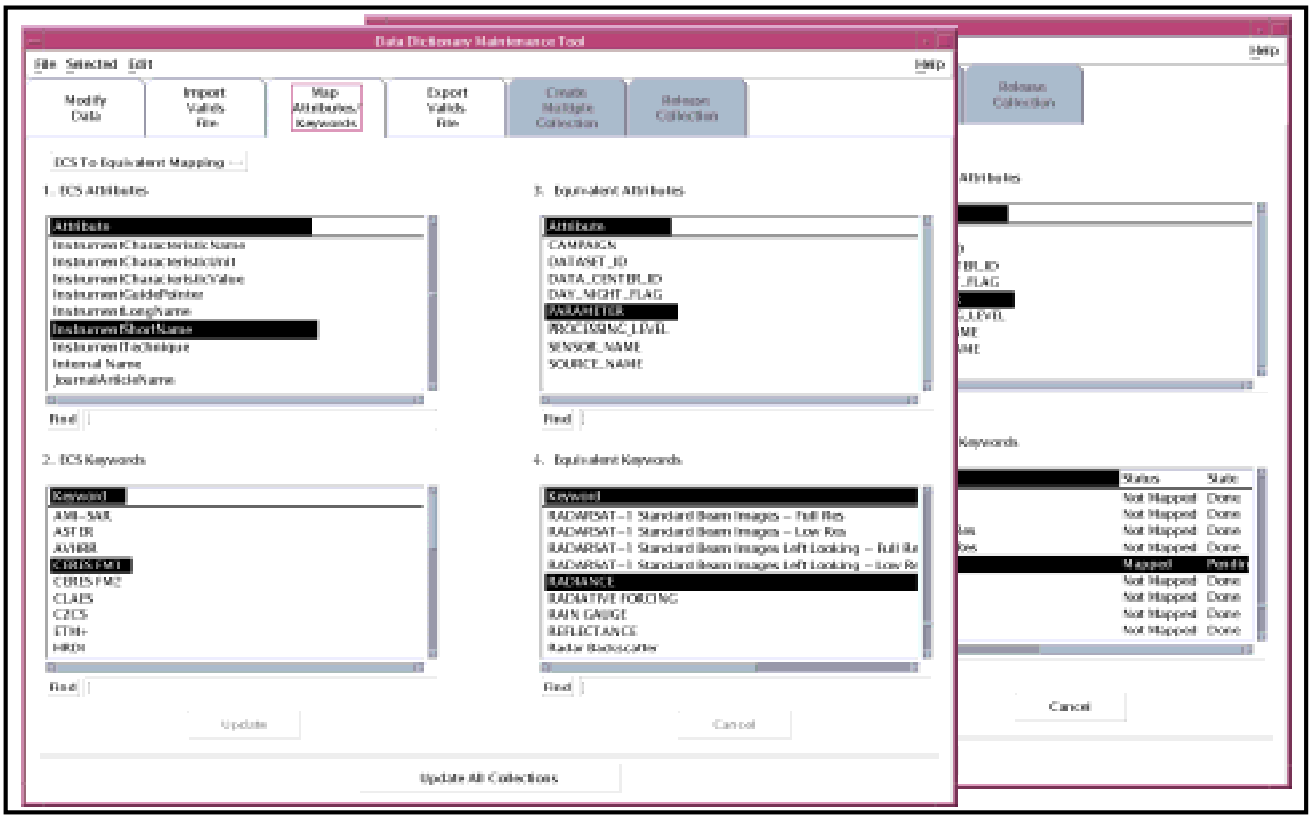

Figure 23. Data Dictionary Maintenance Tool, Map Attributes/Keywords Tab

Use the following procedure to create a new mapping and update the collections with the new mapping.

Update Data Dictionary Attribute/Keyword Mapping

1 Launch the Data Dictionary Maintenance Tool.

2 Click on the **Map Attributes/Keywords** tab.

- The **Map Attributes/Keywords** screen is displayed.

3 In the **1. ECS Attributes** field, double click on an attribute to be mapped.

- The selected attribute is highlighted and a list of associated keywords is displayed in the **2.ECS Keywords** field.

4 In the **2. ECS Keywords** field, double click on a keyword to be mapped.

- The selected keyword is highlighted and a list of attributes is displayed in the **3. Equivalent Attributes** field.

5 Double click on an attribute in the **3. Equivalent Attributes** field.

- The selected attribute is highlighted and a list of keywords appears in the **4. Equivalent Keywords** field, with indication for each of its status (**Mapped** or **Not Mapped**) and the state of its mapping status (**Done** or **Pending**).

6 Double click on a keyword in the **4. Equivalent Keywords** field.

- The selected keyword is highlighted, it status and state are indicated as **Mapped** and **Pending**, and the **Update** and **Cancel** buttons are shown as available.
- *Note*: At this point, the status of the selected keyword may be returned to **Not Mapped** by double clicking on it, or by clicking on the **Cancel** button.

7 Click on the **Update** button.

- The selected attribute and keyword mapping is stored.

8 Repeat Steps 3 - 7 for any desired additional attributes/keywords.

- The selected attribute and keyword mappings are stored.

9 Click on the **Update All Collections** button.

- The ECS collections are updated with the new mappings. (*Note*: This update may take several minutes.)

Exporting Valids

Periodically, and as new products/ESDTs are added to ECS, information about the valid attributes and values for them must be made available to the V0 IMS, so that it can be used to search and order ECS data, including those new products/ESDTs. This is accomplished by using the Data Dictionary Maintenance Tool to export valids, at the tab illustrated in Figure 24.

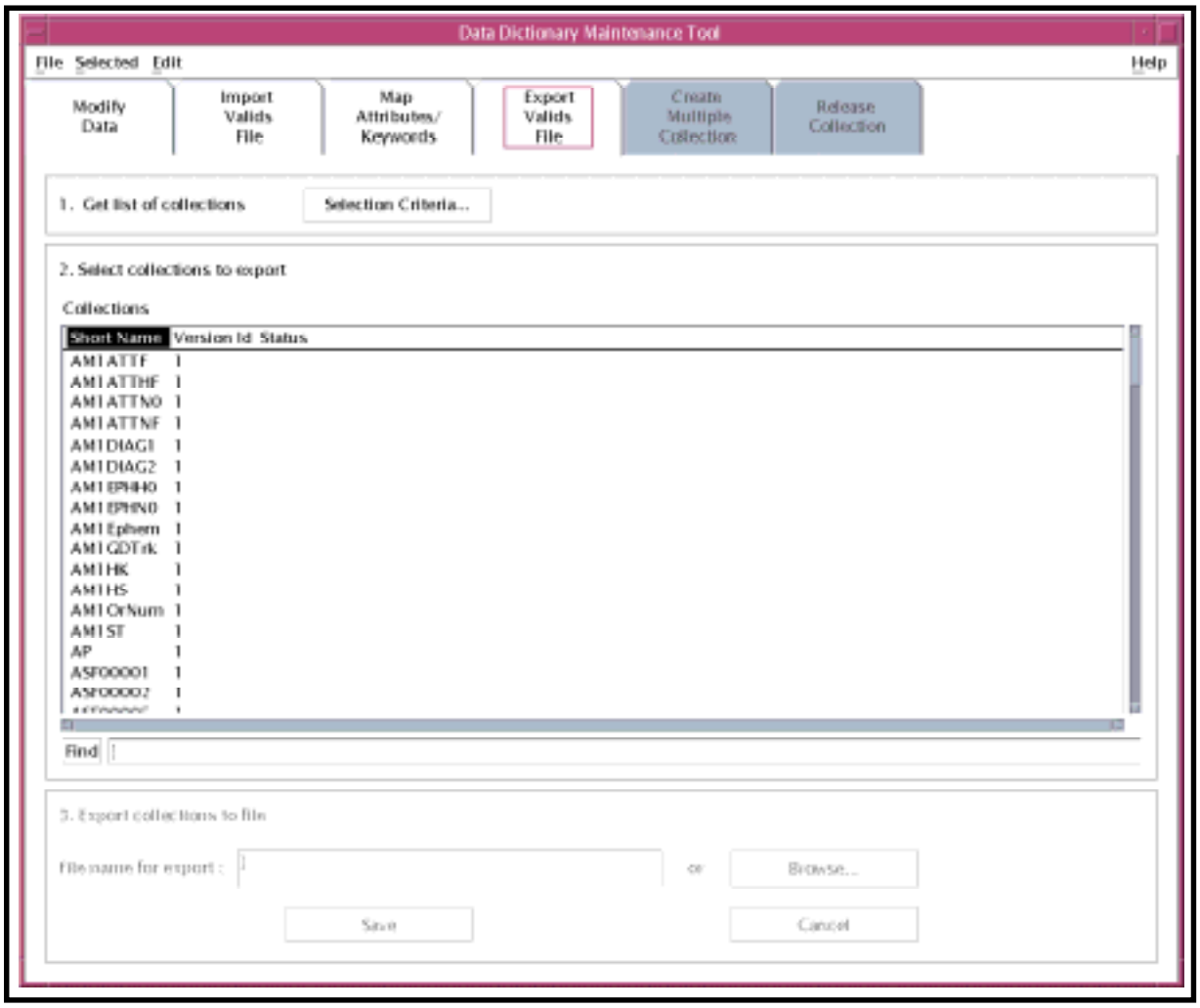

Figure 24. Data Dictionary Maintenance Tool, Export Valids File Tab

Use the following procedure to select a collection for export of valids and to specify the name and location for a file to be written.

Export Valids

1 Launch the Data Dictionary Maintenance Tool.

2 Click on the **Export Valids File** tab.

- The **Export Valids File** screen is displayed.

3 Click on the **Selection Criteria . . .** button in the **1. Get list of collections** area.

- A **Selection Criteria** dialog box is displayed

4 In the **Selection Criteria** dialog box, click on the pull-down arrow to the right of the **Selection Criteria:** field.

- Criteria displayed in a drop-down list include: **Export Collection**, **Attribute**, **Instrument**, **Keyword**, **Platform**, **Sensor**, and **Information Manager**.

5 Click on **Export Collection** in the drop-down list.

- The selected item appears in the **Selection Criteria:** field.

6 Click on the **OK** button.

- The **Selection Criteria** dialog box is closed and a list of **Collections** is displayed in the **2. Select collections to export** area of the **Export Valids File** screen.

7 Double click on one of the collections for which valids are to be exported.

- The selected collection is highlighted and **Export** is displayed in the **Status** column next to the highlighted selection.
- *Note*: Multiple collections may be selected by use of the **Shift** and/or **Control** keys. Contiguous items in the list may be selected by holding down the **Shift** key while double clicking on additional items. Non-contiguous items in the list may be selected by holding down the **Control** key while double clicking on an additional item.

8 Click in the **File name for export:** field in the **3. Export collections to file** area.

- The cursor moves to the **File name for export:** field.

9 Type the path to specify a directory and name for the export file to be saved.

- The typed entry is displayed in the **File name for export:** field.

10 Click on the **Save** button.

- An "error" dialog box is displayed with the message **The Query Succeeded for all the collections**, indicating that the export file was saved.

There is one other active tab in the current version of the Data Dictionary Maintenance Tool. It is the **Import Valids File** screen, illustrated in Figure 25. This tab was intended for importing V0 IMS valids into ECS, so that an ECS search and order tool could be used to search V0 collections. There is no Release 4 ECS search and order tool, and therefore importation of valids is seldom likely to be required.

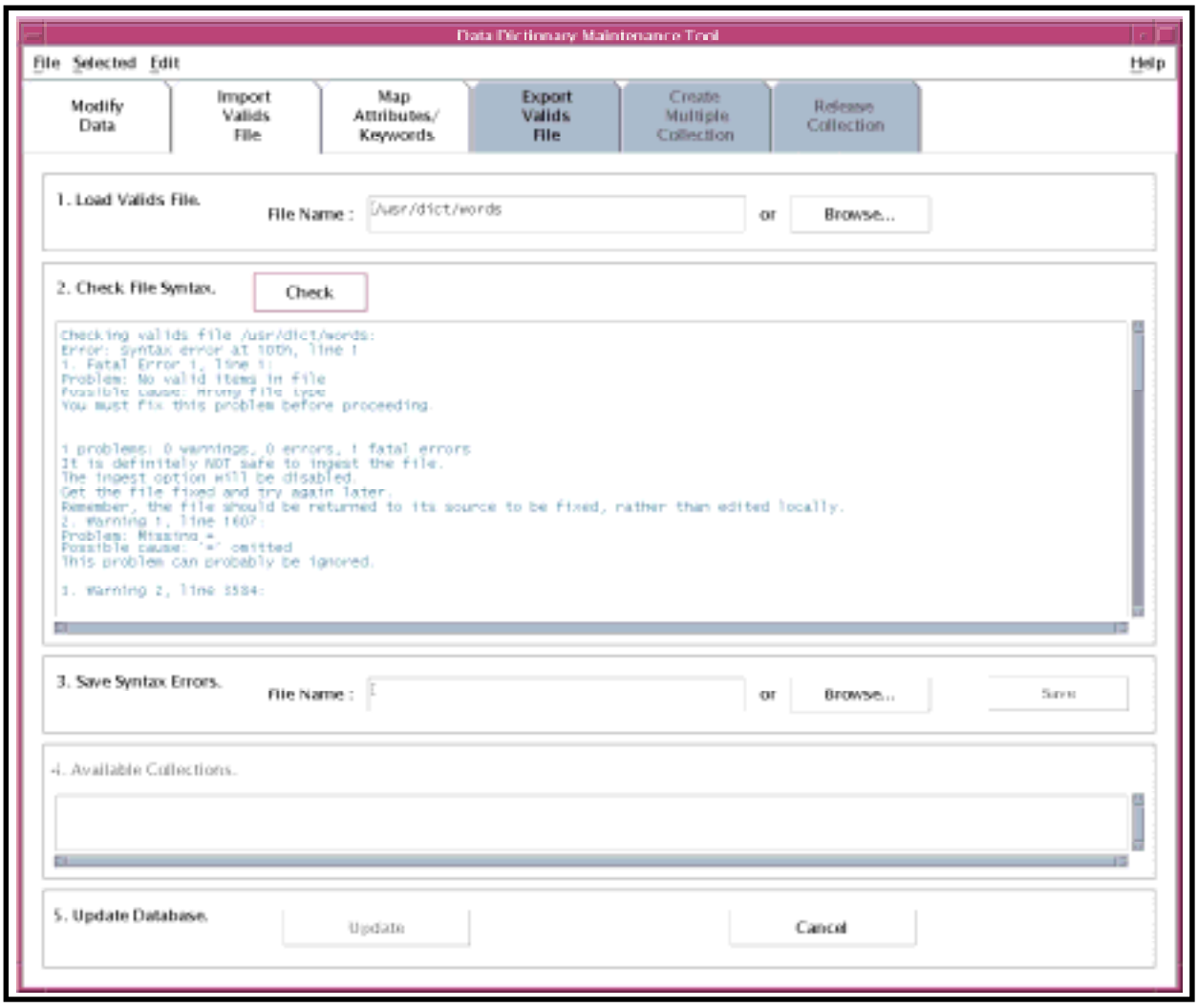

Figure 25. Data Dictionary Maintenance Tool, Import Valids File Tab

Cross-DAAC Referral Processing

Sometimes a user may request your help in placing an order for data that are not available at your DAAC. Similarly, a User Services representative at another DAAC may receive a request for help in placing an order for data that are held at your DAAC, with the result that you receive a referred request.

Referral to Another DAAC

Suppose, for example, that User Services receives an E-mail request from Dr. Ima D. Geologist for help in finding Landsat images of an area in Africa from the NASA Landsat Data Collection. The User Services representative follows an established approach in response:

- User Contact Log record – document the request.
- User Profile – verify that the requester is a registered user.
- Data Search and Order tool – locate the requested data.

When the search results indicate that the data are held at the Earth Resources Observation System (EROS) Data Center (EDC), the User Services representative refers the request to that site. The referral is accomplished by

- forwarding the original E-mail request to User Services at EDC.
- adding some forwarding information to explain the origin of the request.
- including the preliminary search as a desktop object attached to the E-mail.
- including the original Contact Log Id record as an attachment to assist in any back-tracking that may be necessary.
- sending the requester an E-mail message explaining that the request for help has been forwarded to EDC and providing a contact name and phone number at EDC.

The action is completed by updating the User Contact Log record to document the referral, and, because there should be no requirement for further interaction between the home DAAC and the requester, closing the User Contact Log.

Receiving a Referral from Another DAAC

You may receive a cross-DAAC referral from a User Services representative at another DAAC who has received a request for help in locating and ordering data that is stored at your DAAC. In that case, you follow an established procedure that should seem familiar by now:

- User Contact Log record – document receipt of the referral.
- User Profile – verify for yourself that the requester is a registered user.
- Data Search and Order tool – locate the requested data.
- Review the E-mail – verify that the search is complete or add search parameters, contacting the user if more information is necessary.
- Submit the order.
- Update User Contact Log record – indicate completion of order; close the record.

Cross-DAAC Order Tracking

If a user has placed an order that required a cross-DAAC referral, there may arise a requirement for order tracking that involves more than one DAAC. For example, you may have referred an order to another DAAC, and if you receive a request for help from the user in tracking the status of the order, you may have to contact the other DAAC to provide the needed help. Similarly, you may be requested by another DAAC to provide the status of an order that has been referred.

Tracking to Another DAAC

Suppose you receive a request from Dr. Ima D. Geologist to provide the status of her order for Landsat Images. You may recall having referred the order to EDC, but you may not, or, if another User Services representative handled the initial request and referral, you may not know about it. Just as with any user contact, you follow established steps in providing the requested assistance:

- User Contact Log record – document the request.
- User Profile – verify that the requester is a registered user.

Now, however, if you do not recall or know about the referral, you may try to trace the order using the ECS Order Tracking Tool, without success because it is not pending in the system at your DAAC. The user has assured you that an order was placed. As a resourceful User Services representative, your next thought could be that the order has been fulfilled by your DAAC, and therefore has a status of completed. A reasonable check, then, is to examine the User Contact log records for a closed action related to the user's request. Use the following procedure.

Query User Contact Log

1 Launch the **User Contact Log** application GUI.

- The **User Contact Log** defaults to the **Entry** screen.

2 Click on the **Query** field.

3 Click on the **Fields** button, highlight **Contact Name**, and release the mouse button.

- The **Query** field shows **'Contact Name'**.

4 Click the **=** button.

- The **Query** field shows **'Contact Name' =**.

5 Enter the **Contact Name**, using quotation marks (in this case, **"Geologist"**).

- The **Query** field shows **'Contact Name' = "Geologist"**.

6 Click the **AND** button.

- The **Query** field shows **'Contact Name' = "Geologist" AND**.

7 Click on the **Fields** button, highlight "**Log Status**," and release the mouse button.

- The **Query** field shows **'Contact Name' = "Geologist" AND 'Log Status'**.

8 Click the = button.

- The **Query** field shows **'Contact Name' = "Geologist" AND 'Log Status' =**.

9 Enter "**"Closed"**" (using quotation marks).

- The **Query** field shows **'Contact Name' = "Geologist" AND 'Log Status' = "Closed"**.

10 Choose **List** from the **Query** menu (follow menu path **Query→List**).

- A list box is displayed showing the User Contact Log records that match the Query conditions.

11 Highlight the desired record and follow menu path **Query→Display . . .** .

- The **Entry** screen fields display the data for the selected record.
- The **Comment Log** field displays the comment that the request was forwarded to another DAAC (in this case, EDC).

Responding to a Tracking Request from Another DAAC

Given that the Comment Log in the User Contact Log record indicates that the request was forwarded, the next step is to use the telephone or E-mail to contact the DAAC to which the request was forwarded to check on the status of the request. That DAAC will then proceed with established steps to determine the status of the order:

- User Contact Log record – update the record to document the current status check.
- User Profile – verify that the requester is still a registered user.
- ECS Order Tracking tool – check on the status of the user's data request.
- telephone or E-mail to the user – provide the status of the data request.
- telephone or E-mail to the original DAAC – permit closing of the User Contact Log record there.
- User Contact Log record – update the record to document that the status was provided.

Data Acquisition Request (DAR) Tool

This topic addresses the Data Acquisition Request (DAR) tool, an ECS client tool for which science users may request assistance from User Services at the EROS Data Center (EDC). It is essential, therefore, that EDC User Services representatives be familiar with the tool, and be able to perform the functions necessary to create and submit a DAR, as well as to create and submit a query to the XAR database.

Purpose of the DAR Tool

The DAR tool permits users to submit DARs, or requests for scheduling data acquisitions by the Advanced Spaceborne Thermal Emissions and Reflection (ASTER) Radiometer. The requests are submitted through the ECS client to the ASTER Ground Data System (GDS), located in Japan. The ASTER GDS controls scheduling of the ASTER instrument and provides the collected data as level 1A and level 1B data to the EDC.

The DAR Tool User Interface

The window of the DAR tool is a screen with three tabs, as illustrated in Figure 26. When the DAR Tool is initially launched from the desktop, the DART tool opens with the first tab, called **Summary**, selected. There are two main functional areas on the **Summary** tab, which allows the user to view a condensed presentation of DAR work, query parameters, and the returned results of submitted DAR request that are stored locally (on a hard drive or LAN):

- the Project Folders area.
- the Parameters area.

The Project Folders area is intended to function as a file manager. In this area, DAR work that is stored locally (a hard drive or LAN) is displayed. This includes DAR requests upon which a user is still working, the parameters of DARs that have been sent, and the header data for DARs that have been returned from previous requests or DAR Database searches. It is intended that when a user selects a particular DAR, the Parameters field becomes populated with data entries that are relevant to the highlighted request.

If the user wishes to edit the contents of a DAR stored locally (i.e., finish an incomplete DAR that was saved or edit a previous DAR for which the parameters had been saved), the user can select the desired item from the Project Folders list by clicking on it and then on the pushbutton below the Project Folders area labeled "Copy parameters of highlighted item to Create/Edit Request Tab." The action will cause all parameters stored for the highlighted item to populate the appropriate fields in the "Create/Edit Request" functional group where the user can inspect and/or edit them.

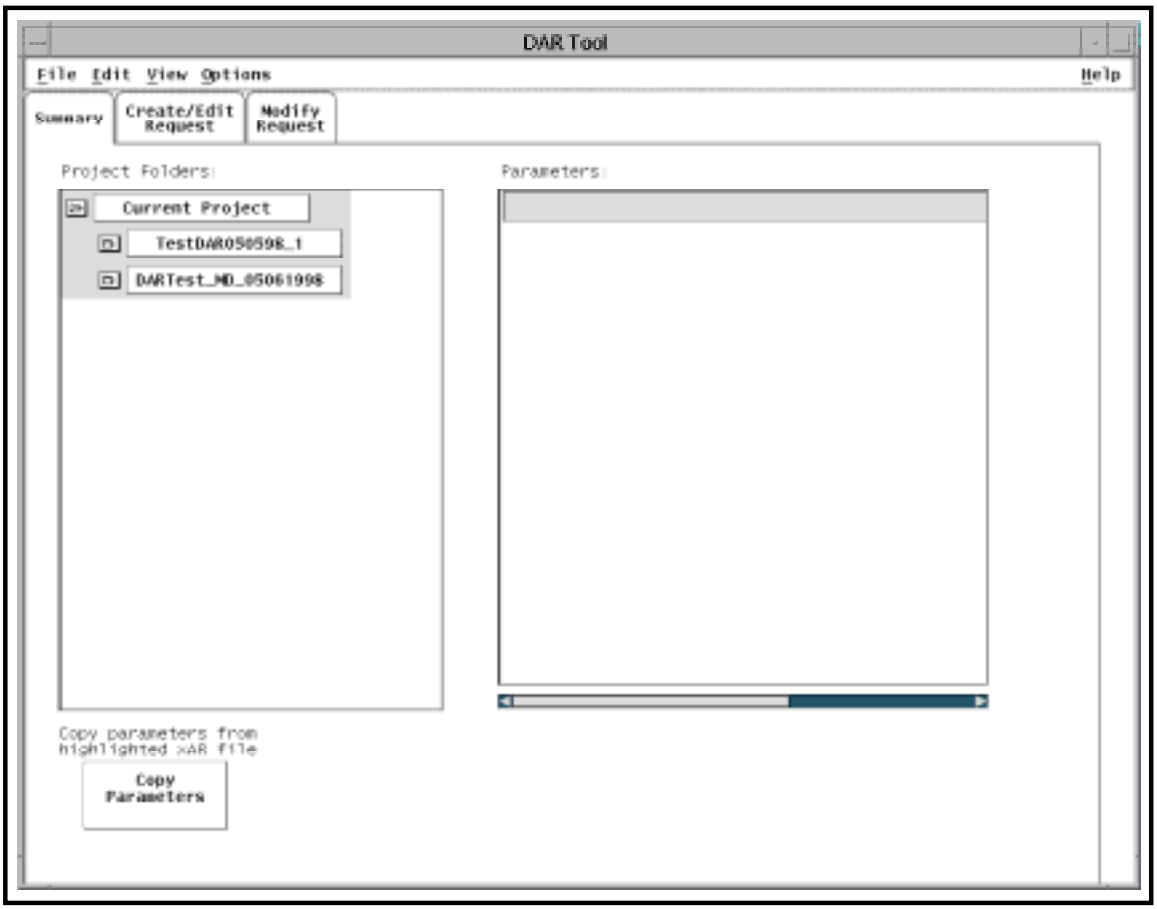

Figure 26. Data Acquisition Request (DAR) Tool Summary Screen

Create/Edit Request

To edit the parameters, or to create a new DAR, the user clicks on the **Create/Edit Request** tab, bringing up the screen shown in Figure 27. This screen provides access to all the functions necessary to create a new DAR or to edit existing DAR parameters. Some of these are immediately available, and others are in secondary dialog screens launched from pushbuttons at the right (i.e., **Spatial Requirements**, **Temporal Requirements**, **Advanced Viewing Geometry**, and **Special Requests**. Spatial and Temporal requirements must be entered to complete a DAR. Advanced Viewing Geometry and Special Requests options are not required. When a user visits one of these screens, makes entries or edits, and accepts the changes in that screen, a checkmark is placed in a box next to the pushbutton on the **Create/Edit Request** screen, providing a visual aid reminding the user of completed actions in preparing the DAR.

A Resource Estimate button, labeled **Calculate & Display**, executes an algorithm that estimates the number of good scenes that will be returned from the XAR request in progress, and a **Submit** button initiates sending the DAR to the ASTER Ground Data System (GDS) in Japan.

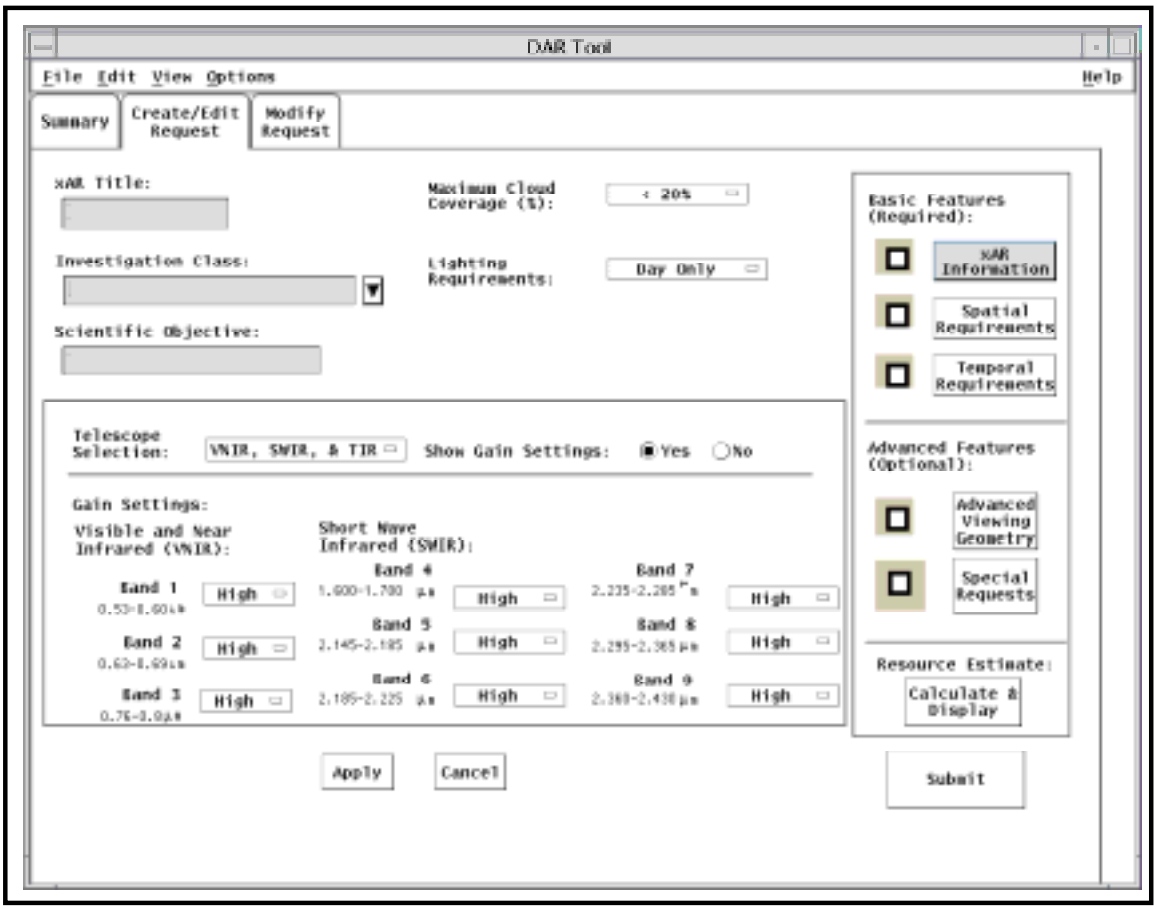

Figure 27. DAR Create/Edit Request Screen

The **Create/Edit Request** screen permits selection of one or a combination of the telescopes that are part of the ASTER instrument. The three telescopes are:

- VNIR (Visible and Near-Infrared spectrum).
- SWIR (Short-wave and Infrared spectrum).
- TIR (Thermal Infrared spectrum).

Five possible selections are available through activation of an option button:

- Full Mode -- The full activation of the all bands of the VNIR, SWIR, and TIR telescopes together.
- VNIR Only -- The activation of all bands of the VNIR telescope only.
- V3N/V3B Stereo -- The activation of the V3N & V3B bands (a stereo pair) of the VNIR telescope. In this mode, V1 and V2 are not activated.
- SWIR & TIR -- The activation of all bands of the SWIR and TIR telescopes. In this mode, no bands of the VNIR telescope are activated.
- TIR Only -- The activation of the TIR telescope only. In this mode, no bands of the VNIR and SWIR telescopes are activated.

The user may click to choose to display or not to display **Gain Settings** for the available bands of each telescope. For each band of the VNIR telescope, the user can use the option button to select high, normal, or low gain settings. For each band of the SWIR telescope, the user can use the option button to select high, normal, low, or very low gain settings. These option buttons are desensitized when the telescope to which the affected bands belong is not selected.

Spatial Requirements

Clicking on the **Spatial Requirements** button displays the screen shown in Figure 28. The **Spatial Requirements** screen allows the user to define an Area of Interest (AOI) and specify coverage criteria such as sampling, cross track fragmentation and area of interest duration for the query. The user can pan the map by dragging it with the mouse or by using the controls on the **Pan & Zoom** tab at the right side of the screen. Zoom controls are also found on this tab.

Immediately below the map display is a group of widgets labeled **Area of Interest Polygon Selection**. Clicking on the **Create AOI** button enables the user to enter data adding four geographic points in sequence to define a polygon on the map, either using data entry fields or using the mouse to click on the desired points on the map. Clicking on **Apply** and then **Dismiss** completes the entry of Spatial Requirements and returns to the **Create/Edit Request** screen.

Temporal Requirements

Clicking on the **Temporal Requirements** button displays the screen shown in Figure 29. The **Temporal Requirements** screen allows the user to select the times at which observations for a specific DAR are to occur. First, the user must enter the start and end dates/times for the DAR Lifetime (the time over which all observations for the DAR are taken, within the year specified at the top of the screen). The next two parameters, "repeat interval" and "acquisition window" are somewhat interdependent. If the user decides that it is not necessary to have a steady stream of data about a particular AOI, but wants image data from the same AOI at regular time intervals, then the user must use the repeat interval and acquisition window controls to specify the number of evenly spaced intervals or the duration of time between the starts of evenly spaced intervals and the duration of those intervals. Clicking on **Apply** and then **Dismiss** completes the entry of Temporal Requirements and returns to the **Create/Edit Request** screen.

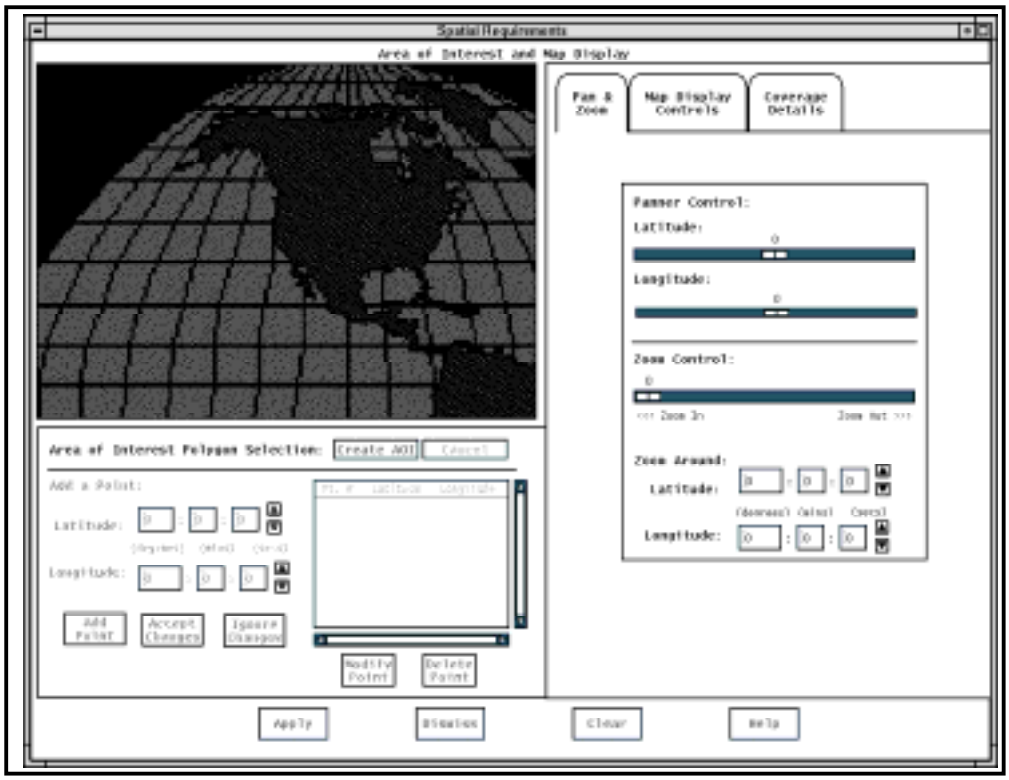

Figure 28. DAR Spatial Requirements Screen

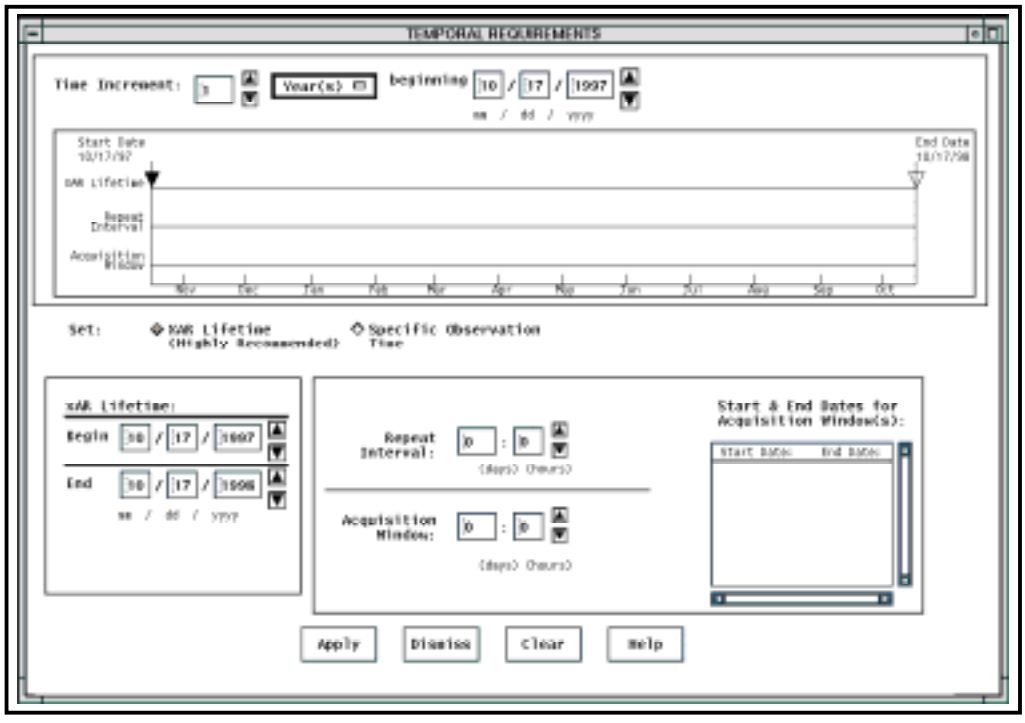

Figure 29. DAR Temporal Requirements Screen

Optional Screens

Two other screens of the DAR Tool provide capability for the user to specify additional requirements for the ASTER data acquisition request. Clicking on the **Advanced Viewing Geometry** button displays the screen shown in Figure 30. The **Advanced Viewing Geometry** screen allows the user to specify an Acceptable Sun Angle Range and either the Look Angle or View Swath for the query. The user may specify an instrument Look Angle in degrees relative to nadir or select a View Swath from up to 40 possible choices, or alternatively, specify an Acceptable Look Angle Range. For the Sun Angle and Look Angle, minimum and maximum degree angles can be specified. This is done by either numeric text entry or by using the arrow buttons to the right of the text field to set numeric values within the field. Clicking on **Apply** and then **Dismiss** completes the entry of Advanced Viewing Geometry Requirements and returns to the **Create/Edit Request** screen.

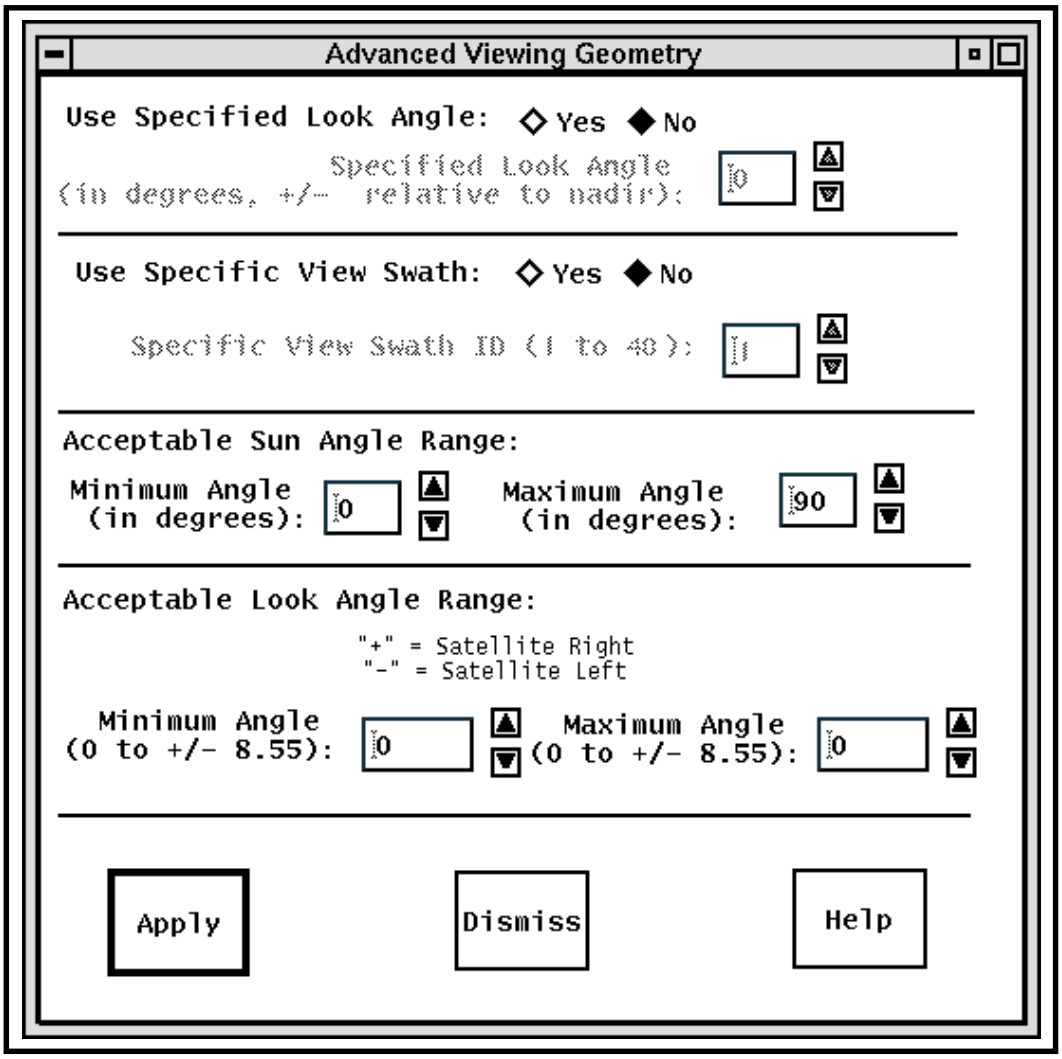

Figure 30. DAR Advanced Viewing Geometry Screen

Clicking on the **Special Requests** button displays the screen shown in Figure 31. The **Special Requests** screen allows the user to identify any need and justification for special treatment of the request being prepared. Here the user can note any planned Ground Campaign (signifying a need to assign priority to the request to assure collection of data by satellite concurrent with data collection by scientists on the ground), identify any implementation urgency for the request, or request that the delivery of data be expedited and/or that data be delivered via a direct downlink. Text areas are provided to permit entry of appropriate justification for these special requests. Clicking on **Apply** and then **Dismiss** completes the entry of Special Requests and returns to the **Create/Edit Request** screen.

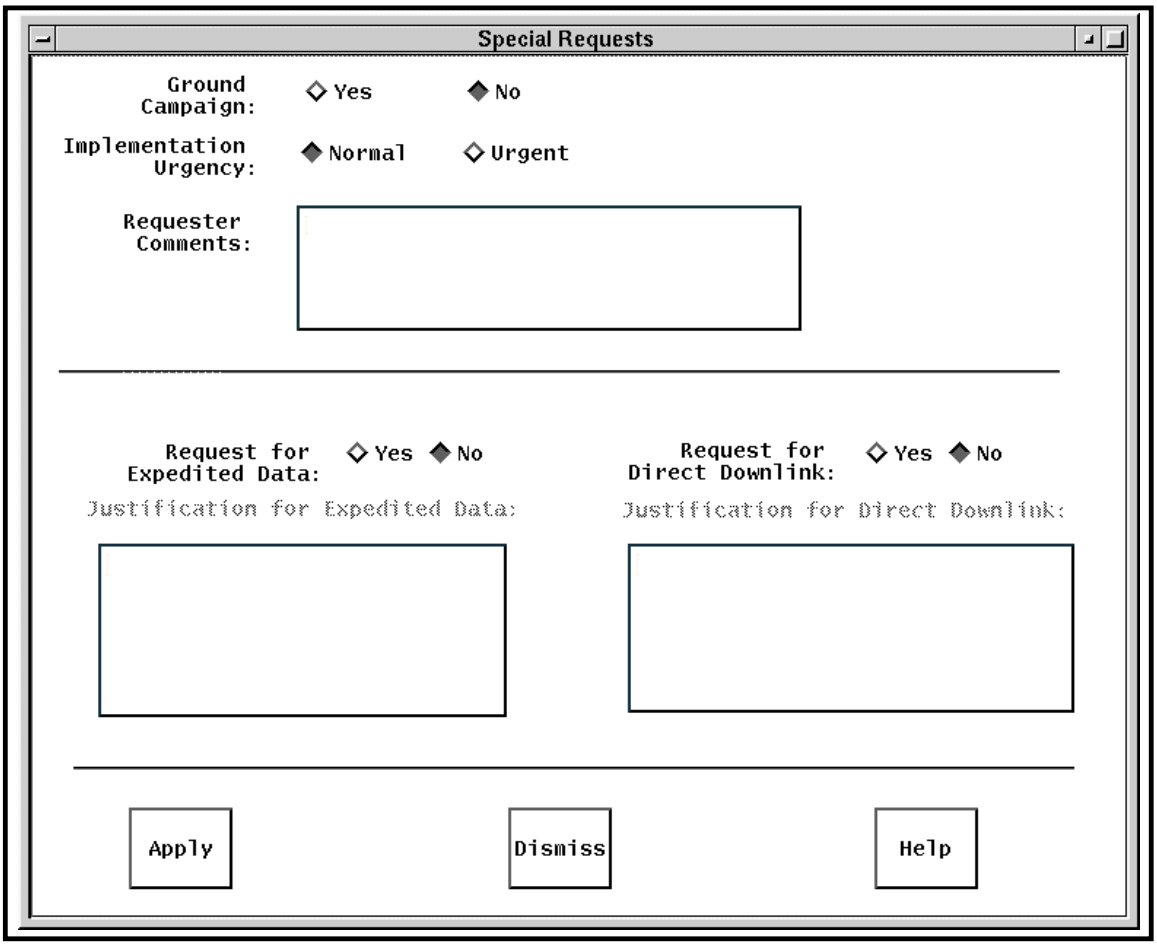

Figure 31. DAR Special Requests Screen

Resource Estimate

Clicking on the **Calculate & Display** button displays the screen shown in Figure 32. The Resource Estimate option executes an algorithm that estimates the number of good scenes that will be returned from the DAR being prepared. The result of the calculation is displayed in an information dialog. After viewing the results, the user can click **OK** to dismiss the dialog.

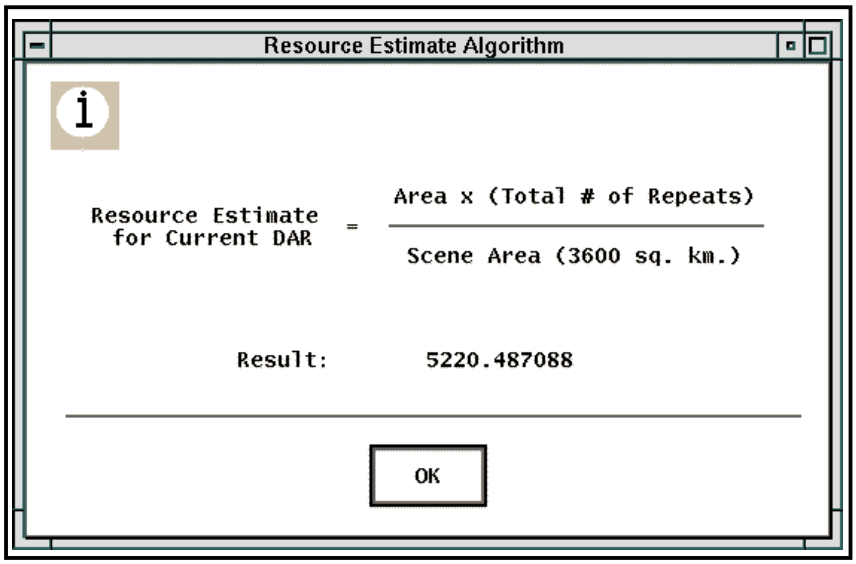

Figure 32. DAR Resource Estimate Dialog

Clicking on the **Submit** button on the **Create/Edit Request** screen initiates the submission of the request. However, if the user has not visited and/or applied data entries for all of the screens of the DAR Tool, a warning dialog informs the user of the items for which parameters or data have not been entered and asks whether to submit the request anyway. If the user elects to continue the submit operation and the mandatory DAR request parameters have been supplied, a DAR ID is returned from Ground Data System several seconds later, in a dialog like that shown in Figure 33.

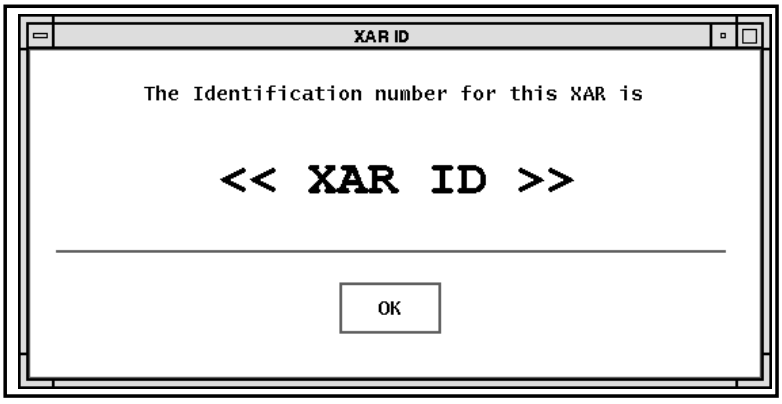

Figure 33. DAR Identification Dialog

The following procedure illustrates an example DAR preparation and submission for collection of thermal infrared imagery of the Lake Tahoe area.

Prepare and Submit a Data Acquisition Request (DAR)

1 Double click on the icon for the DAR Tool on the desktop.

- The **DAR Tool** window is displayed.

2 Click on the **Create/Edit Request** tab.

- The **Create/Edit Request** functions are displayed.

3 Click on the **xAR Title** field.

- A selection border around the field indicates that the field is selected, and the edit cursor flashes in the field.

4 Type **Tahoe**.

- The typed entry is displayed in the **xAR Title** field.

5 Click on the arrow to the right of the **Investigation Class** field.

- A pop-up window displays valid classes.

6 Click on **Soils** in the pop-up window.

- The pop-up window disappears and the selection (**Soils**) is displayed in the **Investigation Class** field.

7 Verify that the **Maximum Cloud Coverage** is **<20%** (if necessary, click on the option button to display a pop-up window and, holding down the left mouse button, drag the cursor to select **<20%**).

- The selected value is displayed on the option button.

8 Click on the option button for **Telescope Selection** and, holding down the left mouse button, drag the cursor to select **TIR Only**.

- The selection is displayed on the option button.

9 Click on the **Apply** button.

- A selection border around the button blinks, indicating its activation.

10 Click on the **Spatial Requirements** button (in the **Basic Features (Required):** section at the right side of the screen).

- The **Spatial Requirements** screen is displayed.

11 Click on the **Create AOI** button.

- The text in the **Add a Point:** area becomes black, indicating availability of function.

12 For the first point, click on the left **Latitude: (degrees)** field and type **40**.

- **40** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).

13 Click on the left **Longitude: (degrees)** field and type **-120**.

- **-120** is displayed in the field and the cursor moves to the middle field (**Longitude: (mins)**).

14 Click on the **Add Point** button.

- The list box displays **1 040:0:0 -120:0:0**.

15 For the second point, click on the left **Latitude: (degrees)** field, drag the cursor across the text to highlight it, and type **39**.

- **39** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).

16 Click on the **Add Point** button.

- The list box displays **1 040:0:0 -120:0:0**
  2 039:0:0 -120:0:0.

17 For the third point, click on the left **Longitude: (degrees)** field, drag the cursor across the text to highlight it, and type **-121**.

- **-121** is displayed in the field and the cursor moves to the middle field (**Longitude: (mins)**).

18 Click on the **Add Point** button.

- The list box displays **1 040:0:0 -120:0:0**
  2 039:0:0 -120:0:0
  3 039:0:0 -121:0:0.

19 For the fourth point, click on the left **Latitude: (degrees)** field, drag the cursor across the text to highlight it, and type **40**.

- **40** is displayed in the field and the cursor moves to the middle field (**Latitude: (mins)**).

20 Click on the **Add Point** button.

- The list box displays **1 040:0:0 -120:0:0**
  2 039:0:0 -120:0:0
  3 039:0:0 -121:0:0
  4 040:0:0 -121:0:0.

21 Click on the **Apply** button.

- A selection border around the button blinks, indicating its activation.

22 Click on the **Dismiss** button.

- The **Spatial Requirements** screen is closed.
- On the **Create/Edit Request** screen, a checkmark is displayed in the box to the left of the **Spatial Requirements** button.

23 Click on the **Temporal Requirements** button (in the **Basic Features (Required):** section at the right side of the screen).

- The **Temporal Requirements** screen is displayed.

24 In the **Repeat Interval** area, click in the **(days)** field and type **90**.

- Toggle buttons (**OK** and **Cancel**) appear to the right of the **Repeat Interval** entry fields.

25 Click on the **OK** button.

- Cross lines are displayed on the **Repeat Interval** timeline bar at 90-day intervals.
- *Note*: The same result may be obtained by moving the cursor into the timeline display area instead of clicking on the **OK** button.

26 In the **Acquisition Window** area, click in the **(days)** field and type **60**.

- Toggle buttons (**OK** and **Cancel**) appear to the right of the **Acquisition Window** entry fields.

27 Click on the **OK** button.

- Black bars indicating 60-day periods are displayed on the **Acquisition Window** timeline bar at the 90-day intervals.
- *Note*: The same result may be obtained by moving the cursor into the timeline display area instead of clicking on the **OK** button.

28 Click on the **Apply** button.

- A selection border around the button blinks, indicating its activation.

29 Click on the **Dismiss** button.

- The **Temporal Requirements** screen is closed.
- On the **Create/Edit Request** screen, a checkmark is displayed in the box to the left of the **Temporal Requirements** button.

30 Perform the following optional actions/entries as desired.

- Click on the **Advanced Viewing Geometry** button in the **Advanced Features** section to display the **Advanced Viewing Geometry** window, make desired entries, and then click in sequence on the **Apply** and **Dismiss** buttons. This option is likely to be exercised only by scientists with specific special viewing requirements and the knowledge to apply detailed orbital information to the request.
- Click on the **Special Requests** button in the **Advanced Features** section to display the **Special Requests** window, make desired entries, and then click in sequence on the **Apply** and **Dismiss** buttons. This option is likely to be exercised only by scientists with specific justification to have their requests include special handling, such as coordination with a ground data collection campaign or urgent data treatment.
- Click on the **Calculate & Display** button in the **Resource Estimate** section to display the **Resource Estimate Algorithm** window, review the **Result**, and then click on the **OK** button (to dismiss the window). This option is likely to be exercised routinely in the creation of a DAR as a "sanity check" on the estimated amount of data to be returned as a result of the request.

31 Click on the **Submit** button.

- A **Warning Dialog** window is displayed noting any of the basic (required) features or advanced (optional) features for which parameters have not been set and requesting confirmation of the action to submit the request.

32 Click on **OK** in the **Warning Dialog** window.

- The **Warning Dialog** window is closed and the DAR is submitted to the Ground Data System (GDS) in Japan.
- After a few seconds, an **XAR ID** window is displayed with a DAR identification number returned by the DAR Gateway server.

33 Click on the **OK** button in the **XAR ID** window.

- The **XAR ID** window is closed.

34 Click on the **Summary** tab.

- The **Summary** functions are displayed.
- The new DAR title with DAR identification number is displayed in the **Project Folders** list.

35 Follow menu path **File→Exit**.

- The DAR tool is closed.

Modifying a DAR

After a DAR has been submitted and prior to its fulfillment, it is possible to submit a modification for limited changes to the request. The modification is accomplished using the DAR Modify Request screen illustrated in Figure 34.

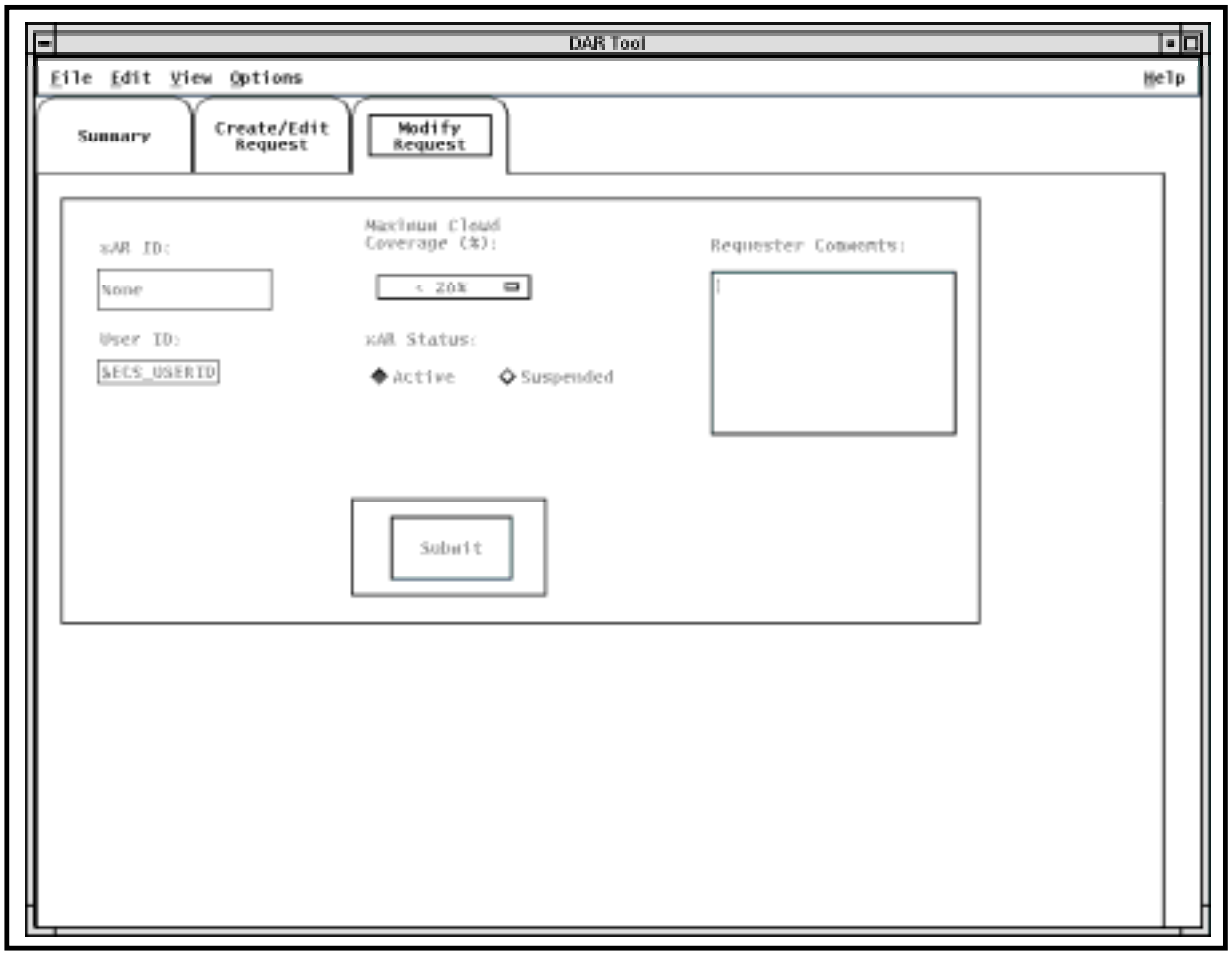

Figure 34. DAR Modify Request Screen

There are only two modifications that are permitted. One is to specify a less restrictive specification of the maximum cloud cover that will be tolerated (it is not possible to specify a lower percentage for maximum cloud cover than submitted for the original request). The other is to change the status of the DAR. You may change the status of an active request from **Active** to **Suspended**, or change the status of a suspended request from **Suspended** to **Active**. That is, a DAR will not be removed from the system, but it may be suspended indefinitely if the data is no longer wanted, or a suspended DAR may be reactivated. Presume that the DAR you submitted for the Lake Tahoe area thermal infrared imagery is active, and that you wish to modify it by changing the maximum cloud cover percentage to 40%. Use the following procedure.

Modify an Active DAR

1 Double click on the icon for the DAR Tool on the desktop.

- The **DAR Tool** window is displayed, with the Project Folders field listing any DARs for which you have DAR IDs, including the Tahoe one you created.

2 Click on the **Modify Request** tab.

- The **Modify Request** functions are displayed, with the Tahoe DAR ID displayed in the **xAR ID:** display field and the **Maximum Cloud Coverage (%):** option button showing **<20%**.

3 Click on the **Maximum Cloud Coverage (%):** option button.

- A pop-down menu is displayed with additional percentage choices.

4 Drag the cursor to **40%** and release the mouse button.

- The **Maximum Cloud Coverage (%):** option button shows **<40%**.

5 *Optional*: To change the status of the DAR, click on the **Suspended** toggle button.

- The **Active** toggle button is deselected and the **Suspended** toggle button is selected.

6 To activate a suspended DAR, click on the **Active** toggle button.

- The **Suspended** toggle button is deselected and the **Active** toggle button is selected.

7 To provide an explanation or justification for the change, click in the **Requester Comments:** field to place the cursor there, and then type the desired comments to explain or justify the change.

8 Click on the **Submit** button.

- The DAR modification is submitted to the Ground Data System (GDS) in Japan.
- After a few seconds, an window is displayed confirming receipt of the modification.

9 Click on the **OK** button in the confirmation window.

- The confirmation window is closed.

10 Click on the **Summary** tab.

- The **Summary** functions are displayed.

11 Follow menu path **File→Exit**.

- The DAR tool is closed.

Practical Exercise

Introduction

This exercise is designed to practice key elements of the User Services procedures. Perform the tasks identified in the exercise.

Equipment and Materials

One ECS workstation.

Mission Operation Procedures for the ECS Project, 611-CD-004-004.

Respond to User Services E-Mail Messages

This exercise requires you to respond to several E-mail messages of the type you might receive as a User Services representative at a DAAC. Each message is introduced with a specific statement of the task required.

1. Prepare a written response to the following E-mail message from your supervisor listing five major responsibilities of User Services representatives at the DAAC. If necessary, refer to Section 19 of 611-CD-004-004, *Mission Operation Procedures for the ECS Project.*

   To: URArep@daac.gov

   From: Tbosse@daac.gov

   Subject: Briefing Support

   In preparation for a briefing I am preparing for NASA Headquarters on our ECS Operations and staff, I am asking each of you to provide me with a list of your major responsibilities. As soon as you can, please submit a response, via E-mail or paper, listing at least five major requirements of your position. Thanks.

   T. Bosse

2. Use Section 19.1.2 of 611-CD-004-004, *Mission Operation Procedures for the ECS Project* and the information you can extract from the following E-mail message to create a user account, including account information, personal information, shipping address, billing address, and mailing address.

> To: URArep@daac.gov
>
> From: a.scientist@unh.edu
>
> Subject: User registration
>
> I would like to order Earth Science data from your archives periodically for my research at the University of New Hampshire on seasonal models of carbon dioxide fluxes. Please register me as a user in the EOS Core System. David S. Bartlett has agreed to sponsor me for this registration. I am a geochemist working under his direction on the project to study Changes in Biogeochemical Cycles (principal investigator is Berrien Moore).
>
> For data shipments, I would prefer to receive 8mm tape. The shipping address is:
>
> Dr. Aya C. Scientist
> Ocean Process Analysis Laboratory
> University of New Hampshire
> Durham, NH 03824
> (Phone: 603-862-1157; Fax: 603-862-1915)
>
> Other correspondence, including regular mail and any billing information, should be sent to:
>
> Dr. Aya C. Scientist
> Department of Earth Sciences, Morse Hall
> University of New Hampshire
> Durham, NH 03824
> (Phone: 603-862-5337; Fax: 603-862-1911)
>
> Thank you.
>
> Aya C. Scientist

3. Use Section 19.2 of 611-CD-004-004, *Mission Operation Procedures for the ECS Project* to process the order represented by the following E-mail message, creating a User Contact Log record, ensuring that the user has a valid account, conducting the data search and placing the order, and updating the User Contact Log record to reflect completion of the order.

   To: URArep@daac.gov

   From: a.scientist@unh.edu

   Subject: SeaWiFS data order

   For an ongoing research project at my university, it is desirable to review some recent images of the ocean off the East Coast of the U.S. during the winter months. Images of the sort generated by the Sea-viewing Wide Field-of-View Sensor (SeaWiFS) on the Seastar platform would be ideal. Please conduct a search of the data available through GSFC and, if possible, order for me up to 10 granules from the SeaWiFS Level 1a data set showing any area in the North latitudes (60 degrees to 30 degrees) and longitude -90 degrees to -50 degrees during the months Jan - March 1996. If you need further information, you can reach me by return E-mail, or telephone at 603-862-5337. Thank you.

   Aya C. Scientist

4. Use Section 19.4.2 of 611-CD-004-004 *Mission Operation Procedures for the ECS Project* to set up a subscription to satisfy the request in the following E-mail message.

   To: URArep@daac.gov

   From: a.scientist@unh.edu

   Subject: Subscription for notice of archive insertion of AST_08

   Please register a subscription to notify me of any insertion into the ECS archive of the output of ASTER PGE ETS (the output product is AST_08). If you need further information, you can reach me by return E-mail, or telephone at 603-862-5337. Thank you.

   Aya C. Scientist

5. Use Section 19.3.1 of 611-CD-004-004, *Mission Operation Procedures for the ECS Project* and the ECS Data Order Tracking tool to find out the status of the user's order identified in the following E-mail message. Write a list of six things you should do in response to the following E-mail message. Then use system software tools to do those that you can perform without actual implementation of communications.

   To: URArep@daac.gov

   From: Imareptu@daac2.gov

   Subject: Ozone data order, P. Fingerman

   I'm forwarding this message I received concerning an ozone data order which I referred to you last week. Can you check into it for me. Fingerman's E-mail address is:

   Pfingerm@eos.hitc.com.

   Thanks!

   Ima Reptu

   Ima,

   Please check on the status of my Antarctic ozone data (TOMS) order, which I sent you 8 days ago. I received notice that it had been ordered a couple of days later, but it hasn't arrived yet. Thank you for your help.

   Paul Fingerman

6. Use Section 19.3 of 611-CD-004-004, *Mission Operation Procedures for the ECS Project* and the tools available on the User Services desktop to do what is necessary to respond to the following E-mail message, including creation of a User Contact Log record, validating the user, tracking and canceling the order, and updating the User Contact Log record to document the cancellation.

   To: URArep@daac.gov

   From: a.scientist@unh.edu

   Subject: SeaWiFS data order cancellation

   I just placed an order for up to 10 granules from the SeaWiFS Level 1a data set showing any area in the North latitudes (60 degrees to 30 degrees) and longitude -90 degrees to -50 degrees during the months Jan - March 1996. A change in project priorities has made the data unnecessary. Please cancel the order for me. If you need further information, you can reach me by return E-mail, or telephone at 603-862-5337. Thank you.

   Aya C. Scientist

7. Use the Data Dictionary Maintenance Tool to update the Attribute/Keyword mapping for all collections in response to the following message:

   To: URArep@daac.gov

   From: s.pervisor@daac.gov

   Subject: ESDT Re-installation

   We need to have the data dictionary mapping updated because of a re-installation of several ESDTs this morning. Please update the mapping for us. Thanks!

   Sue Pervisor

8. Use the Data Dictionary Maintenance Tool to produce a valids export file in response to the following message. For this exercise, the specific collection you select for valids export is arbitrary; select any appropriate collection for your DAAC.

   To: URArep@daac.gov

   From: s.pervisor@daac.gov

   Subject: ESDT addition

   We have completed installation of a new ESDT for <*any appropriate product*>. Please initiate the process of getting valids for it exported to the V0 IMS team. Thanks!

   Sue Pervisor

9. (Note: This exercise is specific to the EDC DAAC only.) You receive a telephone call from Dr. S. I. Entist requesting that you create an ASTER Data Acquisition Request for thermal infrared imagery over Nigeria, with maximum cloud cover less than 20%. The desired temporal specifications are 10-day acquisition windows at 16-day intervals. The coordinates of a rectangle including the desired area are:

   10. 000:00:00 000:00:00

   11. 005:00:00 000:00:00

   12. 005:00:00 020:00:00

   13. 000:00:00 020:00:00

   Prepare and submit a DAR to specify Dr. Entist's request.

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Slide Presentation

Slide Presentation Description

The following slide presentation represents the slides used by the instructor during the conduct of this lesson.

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